VISION

An Alberta that honors and respects
the dignity and equal worth of citizens
with developmental disabilities.

PERSONS WITH DEVELOPMENTAL DISABILITIES

2001.2002
ANNUAL REPORT

Persons with
Developmental
Disabilities
Alberta Provincial Board

PREFACE

In 2001-02 the Persons with Developmental Disabilities (PDD) Provincial Board included: the Northwest Region Community Board, the Northeast Region Community Board, the Edmonton Region Community Board, the Central Region Community Board, the Calgary Region Community Board; the South Region Community Board, the Michener Facility Board and the PDD Foundation Board.

This annual report of the Persons with Developmental Disabilities Provincial Board contains the Board Chair's Accountability Statement, unaudited financial summary statements and a comparison of actual performance results to desired results set out in the Board's business plan. This annual report also includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the Provincial Board has anything to report. The audited financial statements of the individual entities that make up the consolidated Persons with Developmental Disabilities organization are published in the Annual Report of the Ministry of Community Development.

The Persons with Developmental Disabilities Provincial Board respectfully submits this report to Hon. Gene Zwozdesky, Minister of Community Development, who is responsible for the PDD Provincial Board.

Front cover photos (l – r): Clinton Cunningham and Michel Buitendyk; Francine Berube; Gayle Moss and Brian Hoskins
Back cover photos (l – r): Cra[illegible] Decoux and family; Marie Paul Boily; clockwise (l – r): Ed Topliss, Paul Colibaba, Rick Labonte and Diane Wood

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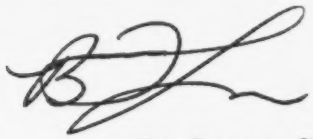
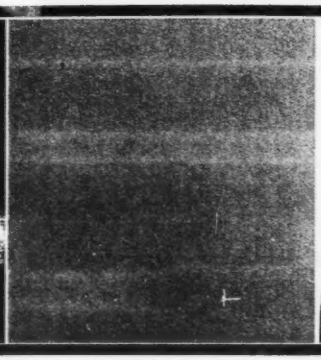
ACCOUNTABILITY STATEMENT

The annual report for the Persons with Developmental Disabilities Provincial Board for the year ended March 31, 2002, was prepared under my direction in accordance with the *Government Accountability Act*, the *PDD Community Governance Act* and government's accounting policies. All material economic or fiscal implications known as at May 23, 2002, have been considered in the preparation of this report.



Betty Thompson, Chair
Persons with Developmental
Disabilities Provincial Board



MESSAGE FROM THE CHAIR

I am very pleased to submit the 4th annual report of the Persons with Developmental Disabilities (PDD) Provincial Board to Hon. Gene Zwozdesky, Minister of Community Development. This report summarizes the activities and results of the PDD Provincial Board in the 2001/2002 fiscal year, another challenging, but ultimately successful, year for the Board.

I assumed the position of Acting Chair of the Provincial Board in January 2002, subsequent to the serious illness, and death of Provincial Board Chair, Alan Anderton, who provided strong, visionary leadership for the Provincial Board over the last two years. The Provincial Board will miss Alan's contributions, but his vision will continue to influence our activities for years to come.

The past year has been filled with moments of uncertainty for the individuals and families PDD serves. It was a year of transition and financial challenges, which the PDD Provincial Board has done its utmost to address in a manner that takes into account the needs of the people we serve and the founding mission, vision, and values of our organization.

It was through the support of individuals and families, service providers, and other partners that PDD was able to overcome these challenges, which included the government-wide 1% budget adjustment in the 3rd quarter of the 2001/2002 fiscal year. With the support and cooperation of our stakeholders, PDD was able to achieve a balanced budget, as well as accomplish a number of other strategic objectives.

In 2001/2002 the Provincial, Community and Facility Boards made significant strides in ensuring individuals with developmental disabilities and their families were involved in setting the direction of PDD.

The Provincial Board introduced three strategic priorities in the 2001/2002 PDD Provincial Board business plan to support our mission: employment, homes in the community for individuals with developmental disabilities, and supporting and strengthening the community rehabilitation workforce. Over the last year, Provincial and Community Boards have focused on the development of strategies and implementation plans for these priorities.

PDD continued to work with the Minister to address the recommendations of the *Building Better Bridges: Strategic Directions Report*, which was given caucus approval in June, 2001. As per the report's recommendations, a number of steps were taken:

- The PDD Foundation was wound down. Grant-making responsibilities have been transferred to the Provincial Board, effective April 1, 2002.
- The Minister approved a transition plan for the transfer of the governance of Michener Services from the Michener Facility Board to the Central Region Community Board.
- An extensive review of PDD's intake and assessment processes and models of funding for PDD supports was completed. The Minister accepted the *Improving Stability and Predictability in the PDD Community Governance System Report*, which summarized findings and recommendations, in February 2002.

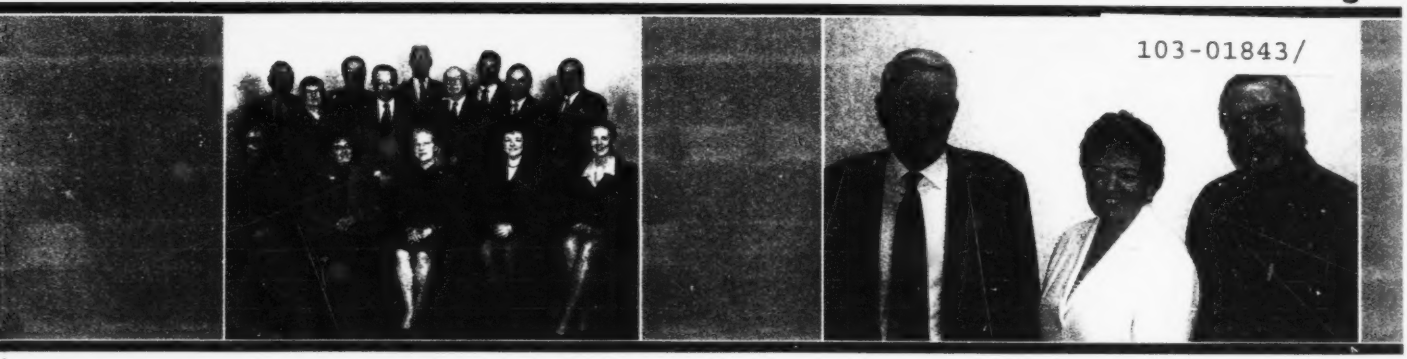
PDD Community Governance was strengthened in a number of ways this year. A Memorandum of Understanding was signed between the Minister and the Chair of the PDD Provincial Board, clarifying and articulating roles and responsibilities. This action was taken in response to recommendations from the *Review of Agencies, Boards and Commissions and Delegated Administrative Organizations* report issued April 30, 2001 by a M.L.A. Committee chaired by Hon. Rob Renner. Another M.L.A. Committee, chaired by Don Tannas, MLA for Highwood reviewed and validated the *Persons with Developmental Disabilities Community Governance Act.*

As we enter the 2002/2003 fiscal year, PDD faces an important challenge—sustainability. We will continue to ensure that individuals with developmental disabilities and their families are involved in setting the sustainability direction for PDD. Moving forward together, PDD will continue to remain true to its values.

To conclude, the credit for a successful year goes to our dedicated Provincial, Community and Facility Board members, staff and service providers. I also thank the Hon. Gene Zwozdesky for his continuing support of community governance. My special thanks to a strong, cohesive and supportive Provincial Board.

Betty Thompson, Chair

Photos (l – r): Floyd Sweet, Betty Thompson, Gail Davis and Garry Donald; Betty Thompson; Alan Anderton, former Chair



PERSONS WITH DEVELOPMENTAL DISABILITIES PROVINCIAL BOARD

COMMUNITY BOARD CHAIRS
Paul Renfree, *Northwest Region*
Don Schultz, *Northeast Region*
Jerry Archibald, *Edmonton Region*
Gayle Moss, *Central Region*
Keith Rolfe, *Calgary Region*
Sharon Rowntree, *South Region*

MEMBERS AT LARGE
Norma Berg
Donna Desjardins
Frank Schoenberger
Barbara Stewart
Jim Johnson
Donald Saunderson

FACILITY BOARD CHAIRPERSON
Blair Lundy, *Michener Facility Board*

MANAGEMENT'S RESPONSIBILITY FOR REPORTING

The preparation of these financial statements and management discussion and analysis contained in this annual report is the responsibility of management. The financial summary statements have been prepared in conformity with Canadian generally accepted accounting principles, using methods appropriate for the industry in which PDD Boards operate and necessarily include some amounts that are based on informed judgments and best estimates of management.

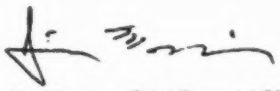
The Chief Executive Officers of each of the PDD Boards that are consolidated in this report have the primary responsibility and accountability for their respective entities. Responsibility for the integrity and objectivity of the financial summary statements and performance results rests with the Chief Executive Officer of the PDD Provincial Board.

Management is responsible for maintaining a system of internal controls that give consideration to costs, benefits, and risks, and that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money,
- provide information to manage and report on performance,
- safeguard the assets and properties of the Province under PDD's administration,
- provide the Minister of Community Development any information needed to fulfill his responsibilities, and
- facilitate preparation of Ministry business plans and annual reports required under the *Government Accountability Act*.

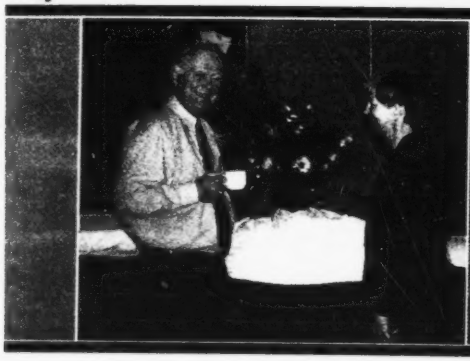
As Chief Executive Officer, in addition to program responsibilities, I ensure that PDD's financial administration and reporting functions are established and maintained under the Direction of the Chief Financial Officer. In fulfilling my responsibilities for the Provincial Board, I have relied, as necessary, on the advice of the Chief Financial Officer and the executives of the individual Boards within the Persons with Developmental Disabilities organization.

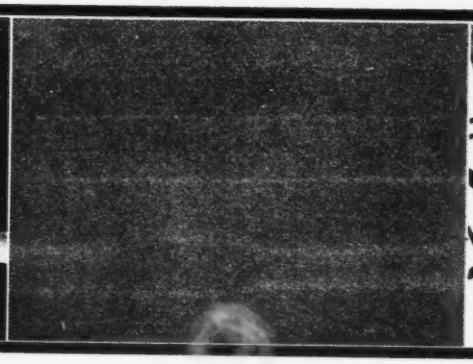
Garry Donald, Chief Executive Officer, PDD Provincial Board
September 12, 2002



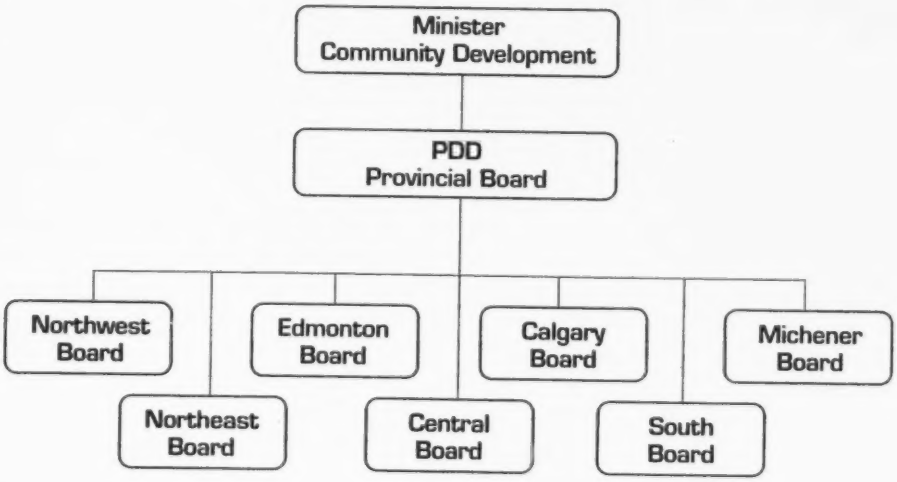
Jim Menzies, Chief Financial Officer, PDD Provincial Board
September 12, 2002

Photos (l – r): Provincial Board members; Gordon Pearce, Betty Thompson and Blair Lundy





OPERATIONAL OVERVIEW



THE COMMUNITY GOVERNANCE STRUCTURE

The PDD community governance structure, as established in legislation, consists of a Provincial Board, six Community Boards and a Facility Board. The PDD Provincial Board reports to the Minister of Community Development, who appoints the PDD Boards. The PDD Provincial Board is directly accountable to the Minister for the PDD governance structure, while the Community Boards are accountable to the Minister through the PDD Provincial Board.

It is essential that the issues and needs — as well as the thoughts and ideas — of adults with developmental disabilities and their families/guardians[1] are brought to the attention of the Provincial Board as part of the process to establish provincial direction, policy and long term program direction. To this end, the Chairperson of each Community Board sits as a full voting member of the Provincial Board. Each Chairperson also brings forward information gathered through local consultation processes. The Provincial Board uses this information to make decisions on provincial directions in keeping with perspectives provided by the members at large.

[1] Some adults with developmental disabilities are not able to speak on their own behalf. Private and public guardians and, at times, their friends or advocates are consulted to identify issues and needs on behalf of the individual with developmental disabilities. In reference to individuals with developmental disabilities and their families, this document includes the implied role of guardians, friends and advocates.

Photos (l – r): Keith Rolfe, Mary Kay Russell; Doug Hopper

ROLES AND RESPONSIBILITIES

PDD PROVINCIAL BOARD

The PDD Provincial Board, as per the *Persons with Developmental Disabilities Community Governance Act*, has the responsibility to promote the inclusion of adults with developmental disabilities in community life. The Provincial Board develops, implements and evaluates a plan for the delivery of services to adults with developmental disabilities, establishes policies for the provision of supports and services to adults with developmental disabilities and ensures consistency of services. Additionally, the Provincial Board coordinates, funds, monitors and assesses the Community and Facility Boards in the carrying out of their activities.

PDD COMMUNITY BOARDS

Community Boards develop, oversee and evaluate the implementation of a regional plan for the delivery of supports and services for adults with developmental disabilities, based on community priorities and the needs of the region for supports and services. Community Boards ensure services to adults with developmental disabilities are provided in a way that is responsive to the needs of those adults and reasonably accessible.

The Northwest Region Community Board covers the northwest quadrant of the province. The Board has offices in High Level, Peace River, Grande Prairie, Slave Lake and Swan Hills.

Regional Office, Peace River
(780) 624-6102
pdd.nwboard@gov.ab.ca

In 2001/2002, the Northwest Region Community Board provided supports to 363 individuals with developmental disabilities.

The Northeast Region Community Board has offices in Athabasca, Barrhead, Bonnyville/Cold Lake, Ft. McMurray, Lac LaBiche, St. Paul, Vegreville, Westlock and Whitecourt.

Regional Office, St. Paul
(780) 645-6416
lucille.froese@gov.ab.ca

In 2001/2002 the Northeast Region Community Board provided supports to 458 individuals with developmental disabilities.

The Edmonton Region Community Board provides supports and services to adults with developmental disabilities living in a geographic corridor from Sherwood Park to the British Columbia/Alberta border. Larger communities in this region include Jasper, Hinton, Drayton Valley, Spruce Grove, Stony Plain, St. Albert and Leduc.

Regional Office, Edmonton
780 427-2817
PDD.communityservices@gov.ab.ca

In 2001/2002, the Edmonton Region Community Board provided supports to 2,536 individuals.

The Central Region Community Board has offices from Rocky Mountain House in the West to Lloydminster in the east, as well as Camrose, Drumheller, Vermillion and Wainwright.

Regional Office, Red Deer
(403) 340-7987
central@pdd.org

In the 2001/2002 fiscal year 1,313 individuals with developmental disabilities received services from the Central Region Community Board.

The Calgary Region Community Board provides supports and services for adults with developmental disabilities in or near Calgary, Airdrie, Strathmore, High River, Okotoks, Banff, and Canmore.

Administrative Office, Calgary
(403) 297-5011
pdd.calgaryboard@gov.ab.ca

In 2001/2002 the Calgary Region Community Board provided services to 2,237 individuals.

The South Region Community Board covers the area from the British Columbia border to the Saskatchewan border and from the US border north to Nanton in the west and Bassano in the east.

Administrative Offices, Lethbridge and Medicine Hat
(403) 381-5777
pdd.south@gov.ab.ca).

The Board supported 1,020 adults who receive services and supports.

PDD FACILITY BOARD

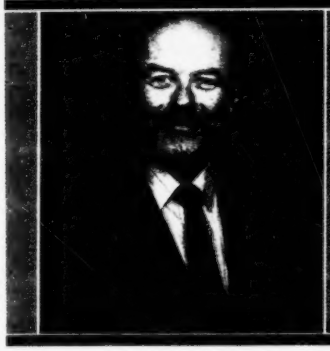
The Facility Board has the mandate to develop, oversee and evaluate the implementation of the plan, and coordinate, with the Community Boards, the provision of the services, based on the on-going needs of those who receive services, and priorities.

The Michener Facility Board is responsible for the governance of two facilities, located in Red Deer and Youngstown that provided care for 409 individuals last year. Inquiries can be made at 403 340-5619 or **Stephen.golub@gov.ab.ca**.

PDD FOUNDATION BOARD

The PDD Foundation Board, established under the *Persons with Developmental Disabilities Foundation Act* was formally wound down and ceased operation in the 2001/2002 fiscal year. An accounting of its financial position is included in the Financial Statement.

Photos (l – r): Gene Zwozdesky, Minister of Community Development, Carl Cyre; Sherry Fry and Karen Stewart



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

The past year will be remembered as one filled with challenges and achievements for the Persons with Developmental Disabilities (PDD) Provincial Board. In our fourth full year of operation, PDD was subject to budgetary adjustments that were beyond our control, while the overall demand for our supports continued to grow. Although success was evident in all areas, it required collaboration and cooperation with our stakeholders.

It was a difficult transitional year for the people PDD serves. In October all government departments were subject to a 1% budget adjustment in the 3rd quarter of the fiscal year. Despite the adjustment, PDD was able to achieve a balanced budget through the support of our stakeholders and by reducing our own internal costs. This positioned PDD to focus on initiatives that will lead to the long-term sustainability of supports and strengthening of our vision, mission and values.

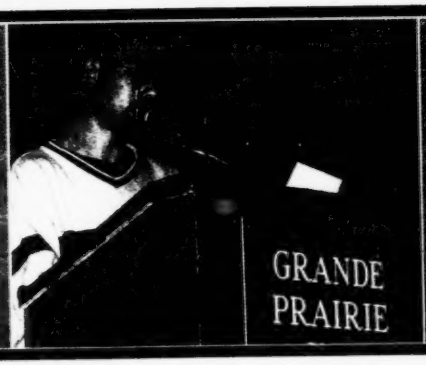
We were effective in achieving our business plan strategies and targets. Full implementation of PDD business plan initiatives is generally scheduled over the 3 years of our business plan. In year 1 we expect to complete the research and development phase, in year 2 we begin implementation, and in year 3 projects are implemented and evaluated. In 2001/2002, PDD completed the research and development stage in the Community Housing, Employment and Models of Funding Initiatives. The Provincial Board entered the implementation stage in its Principles for Determining Individual Support Needs and the Community Rehabilitation Workforce Development Strategies.

Most noteworthy are the number of initiatives that were completed or approached full implementation in 2001/2002. The Alberta Association of Rehabilitation Centres has completed evaluations of approximately 2/3 of PDD-funded service providers with the *Creating Excellence Together* Quality of Life Standards. The PDD Research Development Fund Committee was able to submit the first PDD Research Plan to the Provincial Board for approval and allocation. Mechanisms to ensure adults with developmental disabilities and their families are able to provide input and advice to the Boards are evident throughout PDD. Employee recognition programs were fully implemented.

Evidence of the impact initiatives can be seen in the Provincial Board Business Plan performance measures achievement. The Provincial Board, with the support of the Community and Facility Boards, achieved or exceeded all of its performance measures targets.

Another noteworthy area of success was in the collaborative initiatives between PDD and other government ministries to coordinate efforts for the benefit of Albertans. For example, PDD Provincial Board Administrative staff worked with staff from other ministries on Cross Ministry Policy Initiatives such as the Alberta Child and Youth, Youth in Transition and the Aboriginal Policy Initiatives, as well as Key Cross Ministry Administrative Initiatives such as the Corporate Human Resource Development Plan, the Corporate Information Management/ Information Technology Strategy, and the Alberta Corporate Service Centre Initiative. PDD also participated, along with representatives of other ministries on two additional projects led by Community Development: the development of the Alberta Acquired Brain Injured program and the GAPS Committee to address policy, practice, and support needs for individuals with disabilities who do not meet the mandate of PDD. Community Board staff collaborated with staff from other local authorities to ensure smooth transition for youth requiring support into adult services, as well as ongoing, seamless services for adults with multiple support needs.

Photos (l – r): Garry Donald, CEO; Gayle Muss on right



GRANDE PRAIRIE

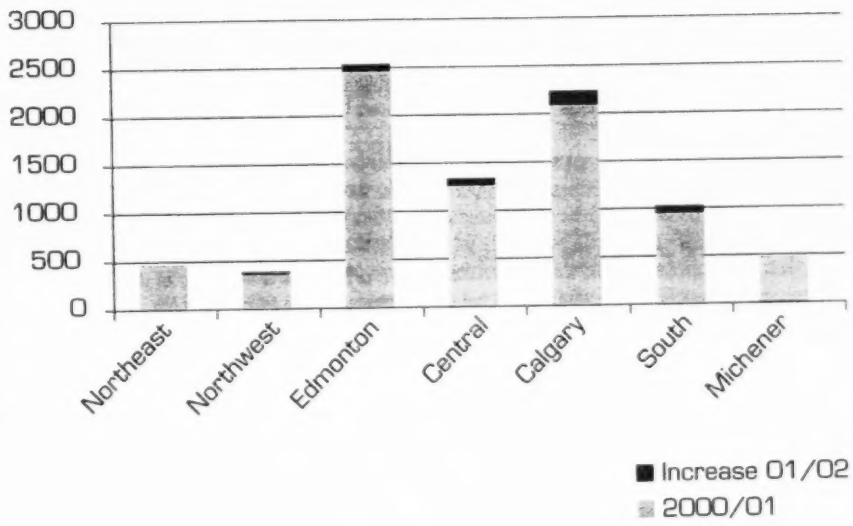
PEOPLE SERVED

As the PDD Provincial Board moves forward, its challenge, as in most areas of human services, will be sustainability. PDD is a needs-driven program, but the Board must continually evaluate the best ways of meeting needs in order to manage within allocated resources. Some of the Community Boards will face that challenge immediately as their projected caseloads exceed their income forecast.

Looking ahead to the 2002/2003 fiscal year and beyond, PDD will continue to maintain open and collaborative dialogue with our partners in order to address future challenges. By working together, I am confident that PDD has the capacity to more fully include people with developmental disabilities throughout the province.

Garry Donald, Chief Executive Officer,
PDD Provincial Board.

TOTAL PEOPLE SERVED UNIQUE COUNT



In 2001 – 2002, the Community and Facility Boards provided supports to 8,336 adults with developmental disabilities, which was a 4.4 % increase over the previous fiscal year. The largest percentage increase was in the Calgary Region, at 7.3%, while Michener Services had a 6.2% decrease.

Photo: Jason Miles

PERSONS WITH DEVELOPMENTAL DISABILITIES PROVINCIAL BOARD

VISION

An Alberta that honors and respects the dignity and equal worth of citizens with developmental disabilities.

We see people with developmental disabilities:

- living and participating in communities as full citizens
- having control and choice in the activities of their daily lives
- participating with other citizens in ordinary life activities of working, socializing and conducting daily affairs.

We see:

- supports and systems that enable people to reach their goals
- highly valued staff providing outstanding service
- a governance system that is responsive to individuals, families, guardians, and their community.

MISSION

We will lead in the creation of an Alberta that includes adults with developmental disabilities.

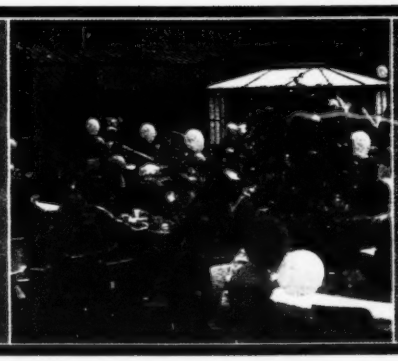
CORE BUSINESSES

- To develop, maintain and deliver quality programs and services to support persons with developmental disabilities.
- To promote the inclusion of persons with disabilities in community life.
- To ensure the community governance system is responsive to individuals with developmental disabilities, their families/guardians and their communities.

The PDD Provincial Board, in partnership with Community and Facility Boards, provides programs and services to support adults with developmental disabilities and their families/guardians, including:

- direct service and community living supports
- employment supports
- community access supports
- specialized community supports.

Photos (l – r): Jodi Reid; Joe Holuk; Heather Raymond, Award winner



GOALS, STRATEGIES AND PERFORMANCE MEASURES

In the 2001 – 2002 fiscal year the Persons with Developmental Disabilities Provincial, Community and Facility Boards, dedicated resources to the following projects and initiatives in order to achieve its four business plan goals.[2]

GOAL 1:

Outcomes for Adults with Developmental Disabilities Will Improve

QUALITY OF LIFE STANDARDS (1.1.1)
The Alberta Association of Rehabilitation Centres (A.A.R.C.), in partnership with PDD Community Boards and service providers, continued to evaluate PDD-funded service providers with the Association's *Creating Excellence Together* Quality of Life Standards. In this fiscal year, 101 PDD-funded service providers were evaluated. Despite the fact that the number of service providers requiring certification under the standards is increasing, it is expected all PDD-funded service providers will be evaluated and certified by March 31, 2003.

RESEARCH DEVELOPMENT FUND (1.1.2)
The purpose of the PDD Provincial Board Research Policy and Development Fund is to encourage research by community stakeholders that will support community inclusion for persons with developmental disabilities. In this fiscal year, a newly established PDD Research Advisory Committee, comprised of individuals with developmental disabilities, parents, educators/researchers, service providers, representatives of provincial organizations and PDD staff, made its first call for proposals. Twenty-seven proposals were received, evaluated and prioritized in a multi-step process by the Research Advisory Committee. The Provincial Board allocated a total of $150,000 in grants to the five successful proposals recommended by the Advisory Committee.

EMPLOYMENT STRATEGIES (1.2.1)
Persons with Developmental Disabilities (PDD) Community and Facility Boards provide employment supports, including skills training and on-the-job support to adults with developmental disabilities throughout Alberta. In 2001/2002 the Provincial Board developed strategies to increase opportunities for individuals with developmental disabilities to move from employment training to sustained employment. In November 2001 the Provincial Board participated in a Community Consultation Forum on Employment for Persons with Disabilities with a community service provider, *Employabilities*, where a number of adults with developmental disabilities with PDD-sponsored leadership training assisted as facilitators for the event. The PDD Provincial Board also expanded its employment-focused strategic partnerships to include the Alberta Association for Community Living, Rotary Clubs, and major Alberta hotels. In support of the provincial employment strategy, Community Boards worked on a range of initiatives at the regional level, such as a national conference on supported employment to be held in Calgary in 2002/2003, a resource guide for service providers, pilot employment projects, and a workshop for employment specialists. The Northeast Region Community Board reported a 12% increase in the number of individuals with developmental disabilities employed in the community for minimum wage or better when compared to last year.

HOMES IN THE COMMUNITY (1.2.2)
An essential aspect of community inclusion for adult Albertans with developmental disabilities is being able to live in the community of their choice in accessible, affordable homes. In January 2002, the Persons with Developmental Disabilities Provincial Board released the report, *Housing Issues for Albertans with Developmental Disabilities*, as a first step toward expanding the range of housing options for individuals. The report identified housing issues and barriers that persons with developmental disabilities face and identified strategies to address those barriers. The Provincial Board is working with an Edmonton service provider, SKILLS, to host a National Housing Symposium in 2003 in Edmonton. In support of this provincial priority, Community Boards undertook a variety of initiatives. For example, the Northwest

[2] The bracketed numbers behind each paragraph header are the corresponding business plan strategies.

Photos (l – r): Michener 2001 Chile Bakeoff; Eddie Ameralik

Board worked with the City of Grande Prairie Homelessness Task Force. The South Board co-sponsored a workshop on "What is a Home" for individuals with developmental disabilities, families, guardians and community service agencies. A Calgary Board member was an active participant on the Calgary Housing Committee that identifies needs for low income housing in Calgary and develops and implements plans for increasing this type of housing stock. The Edmonton Board developed a home-ownership manual for families considering the purchase of a home for their family member. The Central Board is planning a housing forum.

COMMUNITY SERVICE PROVISION (1.3.1)
The PDD Provincial Board worked in partnership with the Community and Facility Boards to increase the proportion of services for adults with developmental disabilities provided through community service providers. This trend continued as the number of individuals with developmental disabilities supported by services operated directly by PDD-operations decreased slightly, while the volume of services from community service providers grew. Currently, 100% of the services funded by 3 Community Boards are through community service providers.

INDIVIDUAL SUPPORT NEEDS (1.3.2)
In 2001/2002 the Provincial Board approved Principles for Determining Individual Support Needs. In 2001/2002 Community and Facility Boards developed regional plans to implement the Principles, which included development of regional operational policy and processes to facilitate person-centered planning for individuals with developmental disabilities. Some regions also ensure contract agreements with community agencies to incorporate the principles so that service providers are required to actively engage individuals and families when developing service plans.

RELIEF AND RESPITE (1.3.3)
Each Community Board developed a regional response to ensure families and guardians have increased support through the provision of relief and respite services. Additionally, the Michener Facility Board provided respite to non-residents who required temporary, intensive nursing care.

BUILDING SUPPORT (1.4.1)
To ensure key decision making bodies are aware of the importance and value of community inclusion for Albertans with developmental disabilities, and the implications, Provincial, Community and Facility Board members and senior staff continued to provide information through presentations and written submissions to groups at local, regional, provincial and national levels. For example, presentations were made to local MLA.'s, Municipal Councils, Health Authorities, Child and Family Services Authorities, School Boards, and other community leaders through Chambers of Commerce, Rotary Clubs, and Economic Development Councils.

WORKFORCE DIVERSITY (1.4.2)
To further celebrate and promote diversity in Alberta's workforce and employment for persons with developmental disabilities, the PDD Provincial Board used a variety of media options, including the PDD Boards' newsletters, web pages, news releases, and a television commercial.

PUBLIC AWARENESS (1.4.3)
PDD partnered with the Alberta Association of Community Living to celebrate Community Living Awareness month in October 2001. The public awareness campaign included television and print advertising throughout the province, as well as special activities. This included "Picture this....," a film and video festival in Calgary that celebrates works for, by and about persons with disabilities, and the launch of a new provincial awards program — the Norm McLeod Community Inclusion Awards.

SERVICE PLANNING (1.5.1)
Community Boards strive to ensure families, guardians, individuals with developmental disabilities, and community support systems are aware of the kinds of PDD-funded supports that are available, and know how to link individuals with developmental disabilities with the appropriate supports. In 2001/2002, the Community and Facility Boards developed or refined resource information, both in print materials and on the internet, and held resource fairs, orientation sessions, parent/guardian conferences and transition and service planning workshops.

Photos (l – r): Youngstown Spring Fling; Natalie Lauzon; Clinton Cunningham, Michel Buitendyk

ABORIGINAL POLICY FRAMEWORK (1.6.1)
In 2001 – 2002, the PDD Provincial Board released a draft PDD Aboriginal Policy Framework for consultation. The policy framework, which is aligned with the Alberta government's Aboriginal Policy Framework, will guide initiatives that increase opportunities for all Aboriginal individuals with developmental disabilities to receive culturally sensitive supports, and to build capacity for Aboriginal communities to include Aboriginal adults with developmental disabilities in their home communities.

Initial groundwork began at provincial and regional levels to prepare for the implementation of the Framework. The Provincial Board has been working with provincial and federal partners to review the 1991 *Arrangement for the Funding and Administration of Social Services* (for First Nation people). A group from Treaty Seven were successful applicants for a PDD Research Development Fund grant for the coming fiscal year. The grant will support research to develop a model for including individuals with developmental disabilities in reserve communities. The PDD Community and Facility Boards undertook local projects, including cultural awareness training for PDD Board members and Executive Directors of Community Service provider agencies; supporting cultural activities for First Nations, Métis, Inuit and other Aboriginal individuals receiving PDD-funded services; and partnering with Alberta Health and Wellness and Health Canada to provide resources and information to Aboriginal individuals with disabilities and to service providers.

MEASURING GOAL 1 PERFORMANCE

Measure	Results		Target			Source
	2000 – 01	2001 – 02	2002 – 03	2003 – 04	2004 – 05	
1.A Percentage of *CET* Quality of Life Standards met by PDD-funded service providers.	87.7%	93.2%	85%	85%	85%	*CET* Certification Survey results during a fiscal year

Measure	Results		Target		Source
	1999 – 00	2001 – 02	2003 – 04	2005 – 06	
1.B Percentage of individuals with developmental disabilities who report overall satisfaction with PDD-funded services.	93.6%[3]	95.1%	90% or more	90% or more	PDD Satisfaction Survey
1.C Percentage of families/guardians who reported satisfaction with PDD-funded services.	88.2%[4]	90.2%	90% or more	90% or more	PDD Satisfaction Survey

[3] The 1999/2000 and 2001/2002 Survey results are not directly comparable because the second survey included more questions related to overall satisfaction.

[4] See footnote 3

Photos (l – r): John Goede and Doug Edey

GOAL 2:

Adults with Developmental Disabilities and their Families/Guardians are the Primary Voice in Setting the Direction of PDD

LISTENING AND RESPONDING (2.1.1/2.1.2)

The PDD Boards increased their efforts to listen and respond to adults with developmental disabilities, and their families/guardians this year. PDD events such as forums, conferences and retreats, beginning with the Provincial Board Strategic Forum in May 2001, gave individuals and their families opportunities to communicate directly with Provincial, Community and Facility Board members regarding strategic and business planning. Groups throughout the province such as District or Community Councils, Board Advisory Groups, Joint Planning/ Coordinating Groups, and Parent Groups provide mechanisms for the PDD Boards to receive advice from individuals with developmental disabilities and families on a regular basis. Projects that include family and individual representatives, such as the Provincial Board's Research Development Advisory Committee, ensured the Boards receive timely input. Additionally, Community Boards encourage individuals and families to provide input at Board meetings by scheduling Board meetings in varying locations throughout the region, and Board meeting agenda items that invite family and individual participation.

ASSESSING COMMUNITY STRENGTHS (2.2.1)

The Community Boards have a range of mechanisms for listening to families that allow the Boards to continually assess the strengths of the communities in their regions. In 2001/2002 this included information gathering through ongoing, informal contact and discussion, as well as formal needs assessment processes.

SEAMLESS SUPPORTS (2.2.2)

PDD Boards continued to work with other boards, professional organizations, local authorities, educational institutions and governing bodies to develop seamless supports for adults with developmental disabilities who have additional service needs. The Provincial Partners Committee provided a regular forum for Chief Executive Officers from PDD and other provincial organizations to collaborate on service issues of shared concern. A key focus for 2001/2002 for this Committee was addressing the needs of individuals with a dual diagnosis. At the regional level, PDD Community Boards worked with local partners to address support concerns for individuals with developmental disabilities and additional challenges including Fetal Alcohol Syndrome, Aspergers Syndrome, Dysphagia, and other complex or profound care needs.

INDIVIDUAL AND FAMILY LEADERSHIP (2.3.1

PDD Boards support leadership by individuals with developmental disabilities and their families/guardians in PDD initiatives and encourage their involvement in policy development at every level. To that end, PDD funds Leadership Today, a provincial organization, to provide leadership training for adults with developmental disabilities. Some Community Boards have established advisory groups, comprised of individuals with developmental disabilities, to provide direction for the Board. One Community Board supports individuals with a developmental disability as chairs and co-chairs of their community councils. Individuals and their families have been involved in PDD staff recruitment in some Regions. One Board contracted a local self-advocates organization to host information gathering sessions for individuals with developmental disabilities and achieved excellent results, including valuable input into that Board's Business Plan for 2002/2003. Most Boards, including the Provincial Board, recognize individuals with developmental disabilities with noteworthy leadership skills, by providing annual awards.

Photos (l – r): Forum focus group; Michener Resident Council

MEASURING GOAL 2 PERFORMANCE

Measure	Results	Target		Source
	2001 - 02	2003 - 04	2005 - 06	
2.A Percentage of individuals satisfied that their respective Board listened and used their input in setting the direction of PDD.	55.9%	TBA	TBA	PDD Satisfaction Survey
2.B Percentage of families and guardians satisfied that their respective Board listened and considered their input when setting the direction of PDD.	66.8%	TBA	TBA	PDD Satisfaction Survey

GOAL 3:

Human Resources are Valued at All levels, from Staff in the Community to Members of our Various Boards

INPUT FROM FRONT-LINE STAFF (3.1.2)
In 2001/2002 the Provincial Board continued to value input from PDD employees and service provider staff in provincial initiatives impacting operations. Representatives of the community rehabilitation workforce and PDD/government staff are consistently included in the Provincial Board's standing and project committees in program, finance and human resource areas to ensure this essential input is received.

COMMUNITY REHABILITATION WORKFORCE DEVELOPMENT STRATEGY (3.4.1)
90% of the PDD-funded supports are delivered through community service providers and the private sector community rehabilitation employees. A number of factors contribute to issues of recruitment and retention in the workforce, as summarized in the *Building Better Bridges Report*. The PDD Provincial Board contracts with the Vocational Rehabilitation Research Institute to conduct an annual survey to monitor staff retention among PDD-funded community service providers.

In May 2001 a Workforce Strategy, directed at stabilizing and developing this workforce, was tabled with the PDD Provincial Board, followed by an Implementation Plan in October 2001. Stage 1 of implementation, which will address the establishment of a Community Rehabilitation Workforce Council to build on current initiatives, coordinate and link with other systems and oversee the implementation of the subsequent stages of implementation, began in the last quarter of the fiscal year.

PDD STAFF (4.1.1)
The PDD Provincial, Community and Facility Boards govern a workforce comprised of government employees who are assigned to PDD. They work in the Board Administrative Offices, in communities around the province and in PDD direct operations. When the resources were initially transferred from government to the Persons with Developmental Disabilities Boards, under the mandate of the *Community Governance Act*, there was some uncertainty about the status of human resources transferred from government to the PDD Boards. It has been determined that government employees assigned to PDD continue to have the same employment benefits and working conditions as other government staff.

Photos: Northeast Advisory Group — Francine Berube; Roy Skoreko

PROFESSIONAL DEVELOPMENT (3.2.1)
Although the initial work on a provincial professional development program for PDD government employees was planned for this fiscal year, progress was delayed because of budget restraints. Community and Facility Boards' government employees had access to professional development opportunities from a range of sources, including distance education; local workshops, Alberta Corporate Service Centre staff development and the Personnel Administration Office sponsored management development courses. Additionally, government-sponsored learning accounts were made available to PDD government employees for the first time in 2001/2002.

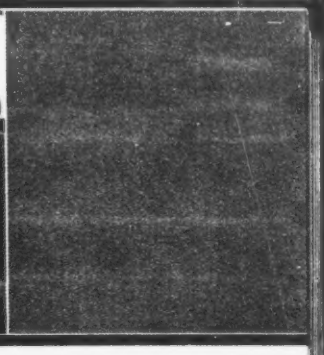
REWARDS AND RECOGNITION (3.1.1)
The rewards and recognition program framework approved by the Provincial Board in 2000/01 was fully implemented in this fiscal year. Each Board adapted the framework to develop mechanisms to recognize dedication, long service and exceptional performance in their workforce.

MEASURING GOAL 3 PERFORMANCE

Measure	Results			Target			Source
	1999 – 00	2000 – 01	2001 – 02	2002 – 03	2003 – 04	2004 – 05	
3.A Percentage of PDD employees satisfied with their work as a government employee.	83% of employees	91% of employees	85% of employees	80% or more			Alberta Gov Core Human Resource Measures 2000 Survey

Key Measure	Results			Target		Source
	1999	2000	2001	2002	2003	
3.B Percentage of community service provider staff retention	61.9 %	65.6%	68.7	Increase each year		Staff Turnover Survey

Photos (l – r): BR: Norm McLeod, Don Schultz, FR: Lloyd Thornhill, Craig Decoux, Joseph Zidar, Sarah Bertram; Norm McLeod, Heather Raymond, a Award winner and Paul Renfree



GOAL 4:

Community Governance is Effective

STRATEGIC RESOURCES (4.1.1)

Supported by the Minister and the recommendations of the Building Better Bridges Report, *PDD Boards continued to acquire the human resources to provide the strategic capacity needed to fulfil their governance responsibilities. Where necessary, staff allocations in the area of communications, research and planning were strengthened in 2001/2002. Progress was slowed, however, by a government-wide 1% budget readjustment and hiring freeze implemented in September 2001.*

RESOURCE ALLOCATIONS (4.1.2/4.2.2)

Like most human services, PDD faces the challenge of matching finite resources to growing demands for service. In 2001/2002 the Provincial Board focused on sustainability with interim and longer-term projects.

Allocation Formula: The Boards continued to develop an equitable, transparent and responsive allocation formula and process. This year the Provincial Board allocation to the Community and Facility Boards was based on the projected number of individuals to be served by each Board. Refinements to this new approach are planned for next year.

Funding Model: In a longer-term initiative, PDD completed the first phase of a Review of PDD Models of Funding. The project reviewed current mechanisms for funding supports for individuals and made recommendations for a new approach. The project steering committee included representation from individuals with developmental disabilities, parents, service providers; the Alberta Association of Rehabilitation Centres, the Alberta Association for Community Living, and the Premier's Council on the Status of Persons with Disabilities, as well as Provincial, Community and Facility Board staff. The resulting conceptual model addressed issues raised in the *Building Better Bridges Report* around choice, portability and administrative simplification. The project report was incorporated into the *Improving Stability and Predictability Report* approved by the Minister in February 2002. PDD will make significant progress toward sustainability by implementing the Funding Review recommendations.

STRATEGIC INFORMATION TECHNOLOGY PLAN (4.1.3)

PDD completed implementation of a Strategic Information Technology Plan in 2001/2002. Key elements of the plan include alignment and compatibility with the overall government direction in Information Technology (IT). The most significant accomplishment for PDD IT during 2001/2002 was the general information technology alignment with cross-ministry initiatives and government infrastructure standards. Additionally, PDD upgraded and standardized its inventory of desktops, operating system, network environment and corporate database platform to Government of Alberta specifications. These initiatives have enabled PDD to minimize the cost and risks usually associated with independent IT implementations by benefiting from government IT initiatives and projects. The Community and Facility Boards continued to improve their internal information system to ensure accurate, and timely data is available for management purposes.

EFFECTIVE GOVERNANCE (4.3.1)

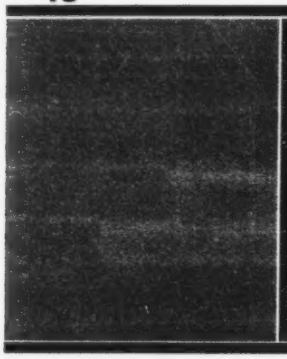
In the 2001/2002 fiscal year, each PDD Board completed and submitted an annual Board evaluation. The Provincial Board also completed preliminary planning for an enhanced process for systematically reviewing governance effectiveness of the Provincial, Facility and Community Boards. Implementation scheduling will depend on availability of resources.

MONITORING OF OUTCOMES FOR INDIVIDUALS (4.3.2)

The Alberta Association of Rehabilitation Centres (AARC) monitors outcomes for individuals receiving supports from PDD, through the Association's certification process based on the *Creating Excellence Together* Standards. The Provincial Board requires that all PDD-funded service providers be certified by the AARC.

Community and Facility Boards also monitor outcomes for individuals with information from other information sources. For example each Board receives and responds to reports from *Protection of Persons in Care Act* investigations. The Edmonton Community Board has developed Consistent "Points of Contact" standards for PDD service coordinators so that the Edmonton Community Board can monitor and report outcomes for individuals receiving PDD-funded supports. The Northeast Community Board has completed its second annual assessment of outcomes for individuals receiving supports from that Community Board.

Photos (l – r): Doug Fraser, Jerry Archibold, Arnie Sprogis PDD Board members; Frank Schoenberger talking with Paul Henderson



MEASURING GOAL 4 PERFORMANCE

Measures	Results		Target		Source
	1999 - 2000	2001 - 2002	2003 - 2004	2005 - 2006	
4.A. Percentage of individuals who are aware of and understand the purpose of the PDD Boards.	25.2%	28.2%	Increase incrementally each year		PDD Satisfaction Survey
4.B Percentage of families/guardians who are aware of and understand the purpose of the PDD Boards	66.9%	85.8%	Increase incrementally each year		PDD Satisfaction Survey
4.C Percentage of individuals satisfied with the direction and role of the PDD Boards	NA	63.8%	Increase incrementally each year		PDD Satisfaction Survey
4.D Percentage of families/guardians satisfied with the direction and role of the PDD Boards	NA	82.9%	Increase incrementally each year		PDD Satisfaction Survey

Photos (l – r): Norm McLeod, Lloyd Thornhill, Don Schultz; Jean Wilkinson, Paul Renfree and Blair Lundy

FINANCIAL SUMMARY

PROVINCIAL SUMMARY OF STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2002 UNAUDITED* (THOUSANDS OF DOLLARS)

	Provincial Board	North West	North East	Edmonton	Central	Calgary	South	Michener Centre	Foundation	Consolidated** 2002	Consolidated** 2001
Revenue	374,954	13,982	17,815	106,462	55,821	89,437	41,133	45,647	279	376,403	337,327
Expenses:											
Community Living Supports	—	7,817	8,729	68,542	36,311	48,826	22,767	22,155	—	215,147	192,503
Employment Supports	—	988	1,648	5,810	2,838	9,622	2,021	—	—	22,927	23,062
Community Access Supports	—	1,453	2,909	14,427	8,004	15,468	9,132	2,617	—	54,010	46,462
Specialized Community Supports	—	362	418	713	165	1,540	290	1,699	—	5,187	4,764
Direct Operations	—	—	—	1,239	—	—	—	14,175	—	15,414	15,290
Supports to Delivery System	3,716	3,204	3,765	15,719	8,214	13,856	6,620	3,777	—	58,870	50,358
Board Governance	121	109	141	136	139	126	104	105	—	981	889
Unallocated Grants	—	—	—	—	—	—	—	—	—	—	90
Shared Service Support Arrangements	1,664	—	—	—	—	—	—	—	—	1,664	—
Michener Program Fund Expenses	—	—	—	—	—	—	—	639	—	639	486
Foundation Administration	—	—	—	—	—	—	—	—	25	25	323
Foundation Grants	—	—	—	—	—	—	—	—	—	—	250
Grants	369,127	—	—	—	—	—	—	—	—	—	—
	374,628	13,933	17,610	106,586	55,671	89,438	40,934	45,167	25	374,864	334,477
Valuation Adjustments	(4)	5	(16)	16	20	(77)	11	(261)	—	(305)	587
Net Operating Results	330	44	221	(140)	130	76	188	741	254	1,844	2,263

PROVINCIAL SUMMARY OF STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2002 UNAUDITED* (THOUSANDS OF DOLLARS)

	Provincial Board	North West	North East	Edmonton	Central	Calgary	South	Michener Centre	Foundation	Consolidated** 2002	Consolidated** 2001
Assets:											
Cash and Short Term Investments	3,252	727	2,026	4,303	3,368	2,831	1,454	2,248	301	20,509	17,611
Accounts Receivable	602	1	13	113	30	1	5	53	40	340	219
Advances and Prepayments	50	—	5	—	—	—	—	—	—	55	9
Inventory	—	—	—	—	—	—	—	478	—	479	478
Long Term Investments	—	—	—	—	—	—	—	—	2,703	2,703	2,510
Capital Assets	200	—	—	12	—	—	—	990	—	1,202	640
	4,104	728	2,044	4,428	3,398	2,832	1,459	3,769	3,044	25,288	21,467
Liabilities:											
Accounts Payable and Accrued Liabilities	1,659	760	868	5,505	2,238	3,949	1,599	5,050	—	21,108	19,131
	1,659	760	868	5,505	2,238	3,949	1,599	5,050	—	21,108	19,131
Net Assets (Liabilities):											
Net Assets (Liabilities), Beginning of Year	2,115	(76)	955	(937)	1,029	(1,193)	(328)	(2,020)	2,790	2,336	73
Net Operating Results	330	44	221	(140)	130	76	188	741	254	1,844	2,263
Net Assets (Liabilities), End of Year	2,445	(32)	1,176	(1,077)	1,159	(1,117)	(140)	(1,279)	3,044	4,180	2,336
	4,104	728	2,044	4 428	3,397	2,832	1,459	3,771	3,044	25,288	21,467

* The summarized statements presented above are abstracted from the audited financial statements but do not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Community Development 2001 – 2002 Annual Report.

** Due to elimination and classification adjustments on consolidation, and rounding, the consolidated figures do not necessarily represent the simple total of each category.

Significant Notes and Auditor's Reservations accompany these financial statements.

PROVINCIAL SUMMARY OF STATEMENT OF CHANGES IN FINANCIAL POSITION

FOR THE YEAR ENDED MARCH 31, 2002 UNAUDITED* (THOUSANDS OF DOLLARS)

	Provincial Board	North West	North East	Edmonton	Central	Calgary	South	Michener Centre	Foundation	Consolidated** 2002	Consolidated** 2001
Operating Transactions											
Net Operating Results	330	44	221	(140)	130	76	188	741	254	1,844	2,263
Non-Cash Items											
Amortization	80	—	—	1	—	—	—	265	—	347	87
Valuation Adjustments	(4)	5	(16)	16	20	(77)	11	(261)	—	(305)	587
Decrease (Increase) in Current Assets	(651)	93	(12)	(112)	(28)	—	35	(21)	12	(122)	30,703
Increase (Decrease) in Other Current Liabilities	1,272	12	(207)	(57)	(24)	615	417	776	(1)	2,236	(3,598)
	1,027	154	(14)	(292)	98	614	651	1,500	265	4,000	30,042
Investing Activities											
Purchase of Capital Assets	(28)	—	—	—	—	—	—	(881)	—	(909)	(108)
Increase in Long-Term Investments	—	—	—	—	—	—	—	—	(193)	(193)	(25)
	(28)	—	—	—	—	—	—	(881)	(193)	(1,102)	(133)
Net Cash Provided (Used)	999	154	(14)	(292)	98	614	651	619	72	2,898	29,909
Cash (Bank Overdraft), Beginning of Year	2,253	573	2,040	4,595	3,269	2,217	803	1,632	229	17,611	(12,298)
Cash (Bank Overdraft), End of Year	3,252	727	2,026	4,303	3,367	2,831	1,454	2,251	301	20,509	17,611

* The summarized statements presented above are abstracted from the audited financial statements but do not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Community Development 2001 – 2002 Annual Report.

** Due to elimination and classification adjustments on consolidation, and rounding, the consolidated figures do not necessarily represent the simple total of each category.

Significant Notes and Auditor's Reservations accompany these financial statements.

PROVINCIAL SUMMARY OF SIGNIFICANT NOTES AND AUDITOR'S RESERVATIONS

FOR THE YEAR ENDED MARCH 31, 2002 UNAUDITED*

NOTES

PDD Boards reported that there were 143 individuals remaining in service who were "grandfathered" into programs who do not meet the definition of developmental disability under the *Persons with Developmental Disabilities Community Governance Act*. Accordingly, expenses totalling approximately $4.0 million have been incurred that are not in compliance with authority.

Transactions with the regional health authorities were not disclosed in the financial statements as transactions with related parties due to Ministry reporting practices. Under Canadian generally accepted accounting principles, the regional health authorities are related parties, and expenses totalling $4.2 million for health authority services should be reported as a Related Party Transaction.

COMMUNITY AND FACILITY BOARD REPORTS

2001.2002

The results achieved by the Community and Facility Boards have been consolidated into in the first part of this Report. Additionally, pages 20 – 48 provide additional information from each Community and Facility Board, including messages from each Board Chair and profiles that offer the reader a more personal perspective of the PDD organization.

NORTHWEST REGION COMMUNITY BOARD

MESSAGE FROM THE CHAIR

It is my pleasure to present the Northwest Region Community Board's 2001 – 2002 Annual Report.

Our region, like the others, has experienced many challenges over the past year as a result of world events. Nevertheless, we have faced these challenges head on and not only met them, we have become better and stronger because of them.

Our focus this year has been doing business better while preserving our vision of *people with developmental disabilities as leaders and partners in a world without barriers.* In order to do this, we have become more reliant on input from our stakeholders, including meetings with individuals, parents/guardians and service providers. Their input at our first Business Planning Forum in the Fall provided the majority of information that led to the creation of our 2002 – 2005 Business Plan.

We have also seen a significant increase in the number of Service Providers who have become certified under Creating Excellence Together Standards including one of our agencies achieving Accreditation for the third time. It is satisfying to see our agencies continue to set and meet high standards for service to individuals with developmental disabilities across the region.

The Northwest Region Community Board continues to establish new initiatives to improve the quality of life and services for individuals with developmental disabilities as well as attract and retain high-quality service provider staff. Our most recent initiative was the creation of a Return Service Bursary in partnership with the Northern Alberta Development Council (NADC). This bursary, valued at $4,000 goes to a Community Rehabilitation (or equivalent) post-secondary student in order to assist them with the completion of their degree, diploma or certificate program. In return for the financial assistance, the student-recipient agrees to work under the auspices of the NW PDD Board or one of its funded agencies for a period of sixteen months.

Additionally, the Northwest Region Community Board hosted their first ever Staff Recognition and Awards Night in October 2001, where over 220 Length of Service and Staff Recognition Awards were given out to Board and Service Provider employees. We were thrilled to realize that employees in the Northwest Region by that time had accumulated the equivalent of over 1,300 years of service to people with developmental disabilities.

Other Northwest-specific initiatives are also continuing to go strong, including the Board Buddies program and the Annual Spring Celebration. Our third celebration took place in May of 2001 with the presentation of Person of the Year, Employee of the Year and Employer of the Year Awards. That ceremony has become a central event in our world, and we look forward to improving it every year.

Looking to the future, housing for people with developmental disabilities and opportunities for educational and vocational development are primary focuses. Additionally, our Board continues to seek out partnerships across the region with other organizations in order to continue to improve services and supports for people with developmental disabilities in Northwest Alberta. We are looking forward to the addition of two new Board members scheduled to be appointed in the summer of 2002. As well, we will soon be seeing our 'new look' with the creation of our new logo and website — all part of our new 'visual identity' which will be released early in the new year.

On a final note, none of the above events, nor any of the highlights listed in this report would be possible without the input, support and cooperation of the individuals we serve and their families, our NW PDD staff, our service provider staff and boards and our individual Northwest Community Board members. It is because of their efforts and dedication that we can claim the 2001 – 2002 year to be a success and for that I thank them. I am anticipating an exciting new year and look forward to working with the above groups and all of our future partners in overcoming obstacles and achieving great success.

Paul Renfree, Chairperson

PEOPLE SERVED

In the 2001 – 2002 fiscal year the Northwest Region Community Board provided services to a total of 363 individuals. The Board began the fiscal year with 149 individuals receiving individual funding and ended with 173 for a 16% increase. Under contracts the NW PDD Board provided services to 234 individuals in April 2001 with 227 receiving services as of March 2002, for a 3% decrease. Total clients increased from 290 to 309 by the end of the fiscal year for a total increase of 6%.

HIGHLIGHTS

- The 2001 Spring Celebration and Awards Night included presentation of Person of the Year Awards, Employee of the Year Awards and Employer of the Year Awards.
- A professional development conference: Celebrating the Past, Creating the Future for Community Rehabilitation Professionals took place in Grande Prairie in May.
- The Northwest Advisory Group, consisting of graduates of the Leadership Today program is working in full force, currently developing a 'Client Bill of Rights'.
- The first Staff Recognition and Awards Night, held in October, recognized over 200 PDD and Service Provider staff for their contributions.
- The "Hildegard Campsall Leadership Award" created in honour of the first Board Chair of the NW PDD Board was awarded at the Staff Recognition Night to a Board Chair of a Service Provider.
- The creation of a 'visual identity' for NW PDD to be implemented in the 2002 fiscal year.

BOARD MEMBERS

Paul Renfree, Chairperson
Mary Goede-Kohn, (Vice Chairperson) Grande Prairie
Denny Garratt, Slave Lake
Joyce Brooks, Grande Prairie
Michel Buitendyk, Fairview
Helen Ficocelli, Grande Prairie
Dolly McArthur, Grande Prairie

- The NW PDD Return Service Bursary Award was created in partnership with the Northern Alberta Development Council (NADC) and was presented for the first time in February to a Community Rehabilitation student attending Grande Prairie Regional College.
- The filling of a Client Service Coordinator vacancy in High Level.
- Over 19 applicants to fill the two positions available to the Board is evidence that there is an increasing awareness of NW PDD and individuals with developmental disabilities.
- The development of a directory of service providers in Northwest Alberta that provide services and support to people with disabilities was created in partnership with the Saskatoon Mountain Entrepreneurial Development Alliance (SMEDA).

OPPORTUNITIES

- The Northwest Region is fortunate to have dedicated and experienced PDD and Service Provider staff.
- Families, parents and guardians are becoming increasingly involved.
- Enthusiastic Leadership Today Graduates are willing to assume a larger and more influential role in their communities.
- A growing recognition of the role of the Northwest PDD Board.
- The Northwest Service Providers are working together to meet the collective needs of individuals with developmental disabilities.
- A growing number of opportunities for partnerships with organizations across the region and province are enabling us to solve problems creatively as well as improve services and supports.

CHALLENGES

- The population growth and cost of living in the Northwest is straining the availability of reasonable cost housing, therefore reducing the options for individuals with developmental disabilities.
- The geography of the Northwest is extensive, requiring travel for any cooperative work.
- Availability of resources is small, thus eliminating choice of services in most locations.
- The 57% staff turnover rate in Service Providers causes major recruiting and training concerns.
- The low salary funding rate in the Northwest causes major recruiting and retention problems for service providers.
- Few specialized resources for the unique needs of dual diagnosis, mental health and physically disabled individuals.

NORTHWEST BURSARY

Helen Braun, Paul Renfree

The Northwest Region Community Board awarded its first bursary for post-secondary students enrolled in a community rehabilitation program this year.

Helen Braun, a La Crete resident entering the second year of a two-year community rehabilitation diploma program at Grande Prairie Regional College (GPRC) in September 2002, was awarded with the bursary of $4,000 on February 11, 2002.

The Bursary Program is the result of a partnership between the Northwest Region Community Board and the Northern Alberta Development Council (NADC). Both agencies contribute a percentage of funds toward the bursary, under the umbrella of the NADC's Bursary Partnerships Program.

As a condition of receiving the bursary, the recipient must commit to working for the PDD Northwest Alberta Community Board, or a PDD-funded service provider in the Northwest for 16 months following the completion of their program.

"I had been using money from my savings account to help pay for going to school, so this bursary was certainly welcome. It's a great opportunity because there are very few bursaries of this amount available for students in a community rehabilitation program," said Ms. Braun. "I have years of experience working with children with developmental disabilities and wanted to move back to La Crete after finishing my training program to continue working with individuals with developmental disabilities."

Providing students with opportunities to receive bursaries such as this one is a benefit to those who are considering entering the community rehabilitation field, said GPRC's Community Rehabilitation Program Coordinator, Betty Barton. "Most people returning to school to upgrade their skills give up paying jobs in order to attend school. Giving students a chance to receive a bursary to help them pay for school is an incentive when it comes to attracting students to the program," said Ms. Barton.

"We believe in ensuring persons with developmental disabilities in our region are provided with a high-quality and appropriate level of supports to continue becoming leaders and partners in the communities in our region," explained PDD Northwest Region Community Board Chair, Paul Renfree.

"Providing students planning to work with persons with developmental disabilities with a chance to receive the training they need to excel in their field is an important step in helping us achieve this goal."

The Northwest Region Community Board plans to provide a bursary to the successful bursary program applicant at the beginning of each academic year, starting with its second bursary, scheduled to be awarded in fall 2002.

Photos (l – r): Marie Paul Boily; John Goede and Doug Edey; Northeast Advisory Group Clockwise (l – r): Paulette McGinnis, Doug Edey, John Noskiye, John Goede, Frank Ward, Tarah Patterson, Tony Boise (facilitator), Cassidy Quick and Ann Bettenson

NORTHEAST REGION COMMUNITY BOARD

MESSAGE FROM THE CHAIR

The Northeast Region Community Board for Persons with Developmental Disabilities proudly presents its fourth Annual Report. The work of our Board and administration, as a result of our ongoing community consultations, continues to focus on the following major initiatives:

- Expansion of employment opportunities in the community;
- Development of Community Councils and new community partnerships;
- Development of community-based residential housing options;
- Enhancement and stabilization of the work force through initiatives and partnerships with Service Providers; and
- Establishment of community-based recognition programs for individuals and organizations making a meaningful contribution to the lives of individuals and their families.

2001 – 2002 was the second year of a three-year Board strategic direction to address these five major community needs.

In addition to these major initiatives the Board continues to pursue one of its passions — the development of post secondary and continuous learning opportunities for individuals, families, Service Providers, Board members and PDD staff. We are continually impressed with how learning empowers us all to be pillars of strength in our communities.

As our Board reviews the past year we see a new emerging role for us as Board members — both individually and collectively. We have a new and exciting opportunity to partner with others to develop the capacity of our communities to provide viable choices for adults with developmental disabilities.

Within this role Board members have made numerous presentations to local community town councils, Rotary Clubs, Chambers of Commerce and Economic Development Committees. These presentations have focused on: a) increasing the awareness of the positive contributions that individuals with developmental disabilities and their families make to the social and economic structure of the community; b) recognizing the many local community employers who employ individuals with developmental disabilities; and c) showcasing the economic and social impact the Service Providers make as employers and contributing members of the community.

Our message is that building community capacity for individuals with developmental disabilities is good, not only for the individuals and communities involved, but for all Albertans.

I commend my colleagues on the Board for their enthusiasm and demonstrated commitment to this important role.

Our Board, administration and community partners have numerous accomplishments to celebrate this year, which will be identified in the highlights section. We believe it is also very important to remember the Board's ongoing core activities, which are at the heart and soul of an effective Community Governance model.

The Northeast Board continues to expend time and energy in developing relationships and linkages within the community. Our experience tells us that building relationships with and between community members is critical to achieving our vision for individuals and families. By establishing relationships and engaging our community members we have seen many examples where individuals and organizations have provided their time, resources and knowledge to add value to the quality of life for individuals with disabilities.

Over the past four years our Board has observed the development of an enhanced sense of "community commitment" to the inclusion and meaningful involvement of individuals with developmental disabilities in all dimensions of community life. We believe that the model of Community Governance introduced by the Provincial Government four years ago and the many community partnerships which have developed through this model have contributed significantly to this enhanced sense of "community commitment."

Our motto is "Building on Community Strengths" and we welcome the role of developing and linking community partners to create hope and opportunities for individuals with developmental disabilities.

On behalf of myself and my colleagues on the Board, we extend our sincere appreciation and thanks to all our community partners for their significant contributions to enhancing the quality of life for individuals with developmental disabilities in the Northeast Region. As we look to the future we are confident that the strong and open relationships that have been developed with individuals, families, Service Providers, and community partners will continue to serve us all well in the ongoing development of viable community based services and supports.

We must build the community capacity in Northeast Alberta to include and support individuals with developmental disabilities. Working together — individuals, families, service providers, local communities and the Board — we will continue the process of "opening our hearts, our minds and our doors."

Don Schultz, Chairman

PEOPLE SERVED

During the year 458 individuals ranging in age from 18 – 74 years received services funded by the Board. Two hundred and eighty-seven (287) individuals received services through individual funding agreements and three hundred and seventy-six (376) through contract funding.

Eighteen percent of individuals receiving services were between 18 and 23 years of age, 36 percent were 24 to 35 years of age, 39 percent were 36 to 59 years and 6 percent were 60 years of age or older.

HIGHLIGHTS 2001 – 2002

Our 2001 – 2002 year saw the continuation of a number of new partnership initiatives started in 2000 – 2001 as well as the introduction of innovative approaches in the areas of community development through technology and community recognition.

BOARD MEMBERS

Don Schultz, Chairman
Donna Desjardins, Vice Chairperson
Johanne Hassey
Laurel Morris-Duncan
Carmela Levesque
Ralph Gorrie
Christine Botsford
Dr. Douglas Fleming

At our annual regional conference in November the Board, along with its partners — Athabasca University, Alberta North, Human Resources and Development Canada, and Alberta Association for Community Living — introduced the Northeast Community Online web site, an interactive web site for persons with developmental disabilities in Northeast Alberta (**www.ne-community.com**). This project demonstrates an innovative way of linking individuals with community resources to learn from, and with, each other. This unique partnership was strengthened during the year with the addition of public libraries in a number of communities, to enhance public access.

The Board has developed a Community Rewards and Recognition program in partnership with the Community Councils in the region. This year saw the Board enhance this awards program by the introduction of a new recognition award entitled "Communicator of the Year Award." This new presentation is given in recognition of an outstanding contribution made by an individual or organization in communicating the Boards vision and mission. Our regional recognition program and recipients for this year are highlighted in the accompanying community recognition section.

In response to the Alberta Government's Aboriginal Policy Framework, the Board partnered with Blue Quills College and completed a six-day "Cultural Awareness and Sensitivity Training Workshop." The Board members demonstrated leadership in this area through their participation and also by including representatives from all Service Providers in the Region and PDD staff. This pivotal activity has set the stage for ongoing work in establishing a meaningful relationship with our aboriginal community.

Increasing employment opportunities have and will continue to be a major focus of our administration and Service Providers. This year, continuing a trend established last year, we experienced a 12% increase in the number of individuals employed in the community with a salary of minimum wage or better.

Our regional survey on employment showed that for every three individuals working: one was working 10 hours a week, a second at 11 – 20 hours, and a third at greater than 20 hours, all at minimum wage or better. These employment results serve as benchmarks to evaluate our employment strategies during the year.

This year we entered into an employment project with Human Resources and Employment, Mental Health and Metis Settlement to collaborate on an approach to increase employment opportunities for individuals in the Whitecourt area who have multiple challenges overlapping our respective service mandates.

A regional housing survey was completed this year with results presented by local communities. The results highlight a significant shortage of affordable and accessible housing throughout the entire region. Our Community Councils continue to work in partnership with the Board and this year we were pleased to see the introduction of a community council in the community of Lac La Biche.

Our collaborative partnership with the Consortium of Service Providers in the Northeast Region remains strong and focused on encouraging and enhancing the work force through support for professional development and recruitment initiatives. This year we continued our support for a regional professional development budget with a further emphasis on employment specialist training for agency personnel. We supported a small recruitment team to visit the Maritimes again this year. The results of these professional development and recruitment activities continue to bring positive results.

This year, through our annual regional conference and other local community workshops, we introduced a series of education seminars for individuals, families and Service Providers in the area of "Person Centered Planning."

Another development for individuals and families was in the area of transition planning. In addition to workshops, a pilot project in partnership with the Sakaw-Askiy Child & Family Services Authority resulted in transition planning approaches for individuals 16 – 22 years of age.

Developing and maintaining community partnerships is critical to our work on behalf of individuals and families. Our partnership continues with the Lakeland Fetal Alcohol Syndrome Disabilities Committee in support of their annual conference, as does our involvement in the Aspen area Governance Agreement including all elected and appointed boards and authorities.

Our Board has observed that the community and public at large require ongoing information and education about individuals with developmental disabilities and the positive contributions they make to our communities. This year the Board completed the second phase of our community education and awareness campaign. We produced a series of multi-media products including brochures, service guides and videos. Our regional video "The Courage To Dream, The Right To Become" is a ten-minute overview of the many contributions individuals make in our communities as well as an overview of the community supports available to assist them. We also partnered with the Northeast Consortium of Service Providers to develop a multi-media campaign to help with their staff recruitment initiatives.

We have continued our ongoing development of post-secondary options at Community Colleges and Universities both in our region and throughout the Province. This year we celebrated a major accomplishment. One of the individuals we serve (Daniel Desjardins) graduated from the Security and Police Officer program at Grant MacEwan College. Daniel is just one of our many heroes whose accomplishments bring life and meaning to the title of our regional video "The Courage To Dream, The Right To Become."

Photos (l – r): Sarah Bertram, Holly Cepeda; Dean King works at Canadian Tire in Fort McMurray; Michael, Clement and Charlotte Generoux

FUTURE OPPORTUNITIES AND CHALLENGES

The devastating impact of September 11th has shown us that events far beyond our community can have a dramatic impact on us both socially and economically. We have come to appreciate how fragile our service system is when it relies so heavily on external government funding.

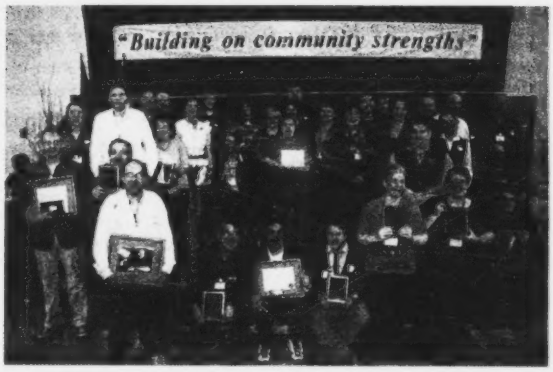
Our challenge is to develop a credible service and funding approach with individuals and families, which is robust and diversified enough to withstand significant economic upheavals. In concert with this will be the real need to work closely with our community partners to further develop natural community based supports.

Two significant challenges in our region are affordable and accessible housing and transportation. The housing issue is reaching a crisis level and if not addressed will force many to live in less than desirable situations or leave their local communities.

Along with these concerns is our constant challenge of recruiting and retaining qualified personnel to work in this service field.

To achieve this end the fundamental challenge and the corresponding opportunity we face today is in the area of community development. Together with all our community members and partners we can help build the capacity of each local community to maintain and enhance the quality of life for all Albertans. To this end, it is critical that we continue our community process of — opening our hearts, our minds and our doors.

COMMUNITY RECOGNITION AWARDS 2001/2002



A number of people and organizations were recognized for their valued contribution to the lives of persons with developmental disabilities at the 3rd Annual Northeast Regional Conference for persons with developmental disabilities and their families on November 16/17, 2001 in St. Paul. The picture from the conference shows all the recipients and presenters of awards for service, merit and communicator of the year, were presented to under the Board's motto, "Building on Community Strengths."

Service Awards recognized the ongoing service contribution made on behalf of individuals with developmental disabilities and their families. This year's Service Awards were presented to six community businesses, one community organization, and three people who worked in the field to support individuals and families: Athabasca Golf and Country Club, Kathleen Norton, V& S Dollar Store & More, Audrey McFarlane, Ft. McMurray YMCA, Kathy Littlechilds, Gerald Kotowich, Home Hardware, Jim Davis, Vantage Builders, Ritah Macleyd, The Hitching Post, Art Matin, and Millside Place Bowling Alley.

Merit Awards recognize outstanding individual achievement or contribution to their own life or for others with a developmental disability. There were nine recipients of the Merit Award: Janet Semenick, Milton Romanchuk, Ivan Cardinal, Shaun Murphy, Jean Paul St. Paul, Gordon Draves, Joseph Zidar, Jason Huish, and Marjorie Thompson.

The conference participants were touched and inspired by the stories of how these individuals demonstrated growth in the areas of personal leadership, self-employment and continuous learning. Presenters included Marilyn Schroderus, Des Hughes, Lionel Remillard, Robert Duncan, Albert Cloutier, Andre Piquette, Tim Bear, Terry Holmgren, Cathy Beer, Danny Ostby, Rose Anne Krikke, Cecile Blanchette, and Ernie Berghout

The Northeast Region Community Board views communications as a high priority. The Board's goal is to strengthen understanding of developmental disabilities and promote greater community acceptance of those with developmental disabilities.

To acknowledge that communications is something that is done throughout the community by a range of supporters, the Board presented Communicator of the Year Awards to 25 individuals from across the Region. The recipients this year were individuals with developmental disabilities who, in the opinion of the Northeast Community Board, had been ambassadors for persons with developmental disabilities in the Northeast region. The following individuals participated in the video "The Courage to Dream and the Right to Become" or had their picture on the Board's stationery and business cards: Stephen Rothfelder, Heather Genoud, Stephen Hrachy, Erwin Beier, Gale Clark, Shane Gravel, Walter Fewer, Dean King, Emily Wright, Shaun Murphy, Donna Collins, Danny Desjardins, Clem and Charlotte Genereux, Danny Taschuk, Doug Hopper, Jason Huish, RoseAnne Krikke, Dan Ostby, Darcie Statham, Robert Shank, Todd Swan, Sylvia Yakimchuk, Ernie Berghout and Dale Donnelly.

Photos (l – r): Don Schultz, Alex Hillyard, Iris Pasareno, Don Fleming and Norm McLeod; Joseph Zidar, Holly Cepeda

EDMONTON REGION COMMUNITY BOARD

MESSAGE FROM THE CHAIR

2001 – 2002 resulted in both challenges and reasons to celebrate for the Edmonton Region Community Board. The Board completed the much-anticipated Services Review Project, embarked on a project to build a sustainable PDD program in the Edmonton Region and finally, welcomed three new Board members to the PDD fold.

The Services Review Project embraced collaborative participation by service recipients, parents and guardians, service providers and ECB Board members and staff. The Services Review made specific recommendations in the following areas: pre-service/transition services, intake, needs assessment, service planning, service provision, service monitoring and evaluation and closure. The process was extremely rewarding for everyone involved and reflected the Board's commitment to community consultation.

The Board believes strongly that the outcomes of the Services Review Project will be bolstered further by the results of the Sustainability Project. The Sustainability Project was developed in response to financial challenges that occurred over the last year and continue to impact the Region. Several themes that emerged from the project are in keeping with the recommendations of the Services Review. The project themes include equity and fairness, collaboration and resource sharing, and streamlining and efficiency. The Edmonton Region Community Board's goal is to ensure all PDD eligible individuals receive some level of service within available resources.

The Board is pleased stakeholders have shown their commitment to the program through their participation in the Services Review Project, the Sustainability Project, Parent/Guardian Conference and the numerous workshops and training programs provided by Edmonton Region staff. The increasing number of people attending public board meetings is truly inspiring. This forum allows our Board members to connect not only with stakeholders but also with the larger community.

The ECB looks forward to the next year with hope and optimism. The Board is confident the sustainability project will contribute to a more inclusive community. The Board itself is embarking on a Board Internship Program. This program will involve individuals with developmental disabilities in a meaningful way in Board activities.

The ECB wishes to thank its counterparts at the Provincial and Regional Boards for the opportunity for consultation and information sharing. Together with individuals receiving service, families, guardians, service providers and staff, the Edmonton Region Community Board will continue to work toward helping individuals, with assistance from their support networks, achieve their own personal visions.

G. G. (Jerry) Archibald, Chair

PEOPLE SERVED

- On March 31, 2002 2,235 individuals were receiving service. In the 2001 – 2002 fiscal year the Edmonton Board provided services to a total of 2,536 individuals.

EDMONTON REGION HIGHLIGHTS — 2001 – 2002

- Developing an inclusive service delivery model through the Services Review Project with a working group consisting of two individuals served, eight parents and/or guardians, six service providers and six ECB board members and staff
- Creating a Joint Coordinating Council to provide guidance and advice to the Chief Executive Officer on matters relating to service provision
- Developing an Internship Program to have an individual served by the ECB sit as a member of the ECB Board, with the intention to have full membership privileges
- PDD representation on the Edmonton Disabled Adults Transportation Advisory Group
- Partnering with Health Canada, Indian and Northern Affairs, Alberta Health and Wellness and Aboriginal Disabilities Society of Alberta on the "One Stop Information Centre Initiative"
- Taking occupancy of the ERCB's own building located in downtown Edmonton
- Developing a Private Hire Agreement (Memorandum of Agreement for Individuals/Family Members/Guardians to Hire Privately) under the Individual Funding Program.
- Implementing an Inner City Partnership Program as a joint venture with Bissell Centre and the Boyle Street Community Services Co-operative
- Consulting with stakeholders through the initiative *"Project Future Focus"* to enhance services for individuals with challenging behaviours
- Distributing a "Guide for Families and Guardians" to aid in transition from Services to Children with Disabilities (formerly Handicapped Children's Services) to PDD program
- Developing protocols with Capital Health Authority and Alberta Mental Health

FUTURE OPPORTUNITIES

- Developing services that reflect the principles and values of the Services Review Project
- Continuing to partner with Grant MacEwan College to train staff of service providers
- Developing an information package about the disputes and appeal process for individuals, families and guardians
- Pursuing opportunities to support individuals with Fetal Alcohol Spectrum Disorder
- Developing informal support networks for individuals through the Planned Lifetime Advocacy Network (PLAN)
- Developing an action plan for the aboriginal community with the assistance of an Aboriginal Advisory Committee
- Preparing for Forum 2003, a networking event for Service Providers and ECB staff

BOARD MEMBERS

G. G. (Jerry) Archibald, Chair
Jean Wilkinson, Vice Chair
Douglas Fraser
Dennis Maltais
Maria Seeber
Rene Morrissette
Don Risdon
Arnie Sprogis
Ursula Stewart

FUTURE CHALLENGES

- Effectively responding to anticipated high numbers of new individuals within limited resources (in 2001 – 2002, 200 new individuals obtained service from the ECB)
- Looking for ways to better serve medically fragile individuals
- Providing services that enhance the quality of life for individuals with high behavioural needs
- Developing a sustainable program based on the findings from the Sustainability Project
- Monitoring the ECB staff component so that it meets the needs of the region
- Developing a capacity to support aging individuals who wish to remain in their community
- Looking for ways to improve transportation options for the individuals we serve

BUILDING A FUTURE

Francine Berube

When 36 year old Francine Berube sits across a table from you and talks about her plans to upgrade her education, buy a home, get married and travel, there isn't a doubt in your mind that she will achieve her goals. Francine is driven in her desire to build a better future for herself, and in doing so she is contributing to a better future for all adults with developmental disabilities.

Francine works at two separate companies. She has a regular route servicing ATM machines for the Royal Bank. "I have 64 machines on my route," says Francine. "I clean them and I have a checklist of things to look for." Francine got the ATM contract with assistance from Mark Birkland, a Career Development Coordinator with Selections. "It started out as a pilot project," says Mark. "With her initiative and attention to detail, it really took off." "She really only needed my help on some of the finer details like fine-tuning her route for easier access."

Her day job is with Superfly Inc., a company that produces and sells fly-tying equipment and accessories for fly-tying and fly fishing. Warehouse Supervisor Sue Jensen says everyone at Superfly appreciates Francine's bright and bubbly personality. "She's very conscientious. Francine takes pride in her work and she's goal oriented."

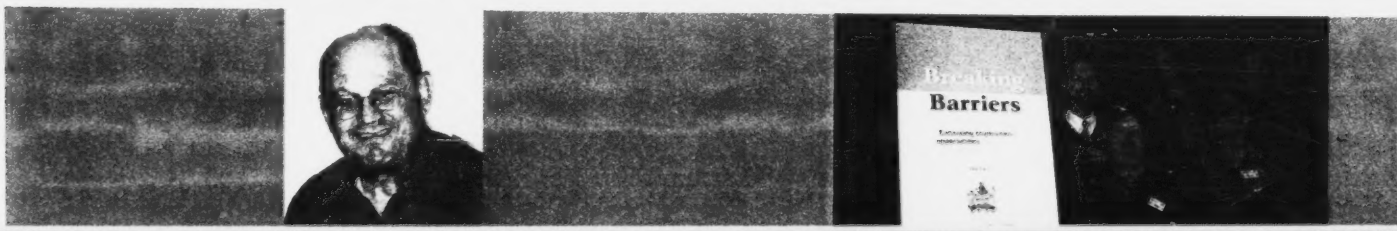
Francine was one of the first people to volunteer to teach at Super School, a program designed by Superfly Inc. to build awareness of their products among employees. Francine used the skills she learned from Leadership Today Society of Alberta, an organization that helps individuals with developmental disabilities become effective leaders, to teach the class. "She did a fabulous job," says Sue. "She researched the topic, talked to other staff members, looked in the catalogue and pulled samples of the products she needed to talk about."

In addition to her paying jobs, Francine served on the Edmonton Community Board's Services Review Committee. The review was an intensive, six month long commitment that resulted in many excellent recommendations on how to improve service delivery in the Edmonton Region. Francine says the Services Review was fun. "Individuals should have a say if they don't think the service is right for them." Francine has also presented to the Edmonton Community Board, Grant MacEwan College, the annual Parent Guardian Conference and Selections on how to support people with developmental disabilities in their role as community members.

When she has a moment to relax, she spends time with her cat, Destiny, rug-hooks, plays cards and goes to movies with her friends, but she's always thinking ahead. "I'd like to go to Toastmasters and I'd like to take some computer upgrading. I'm getting tired of renting so I'd like to save money to buy a house."

When asked if she's happy, Francine's face breaks into a brilliant smile and she says, "I'm getting there."

Photos (l – r): Craig Pawliuk; Roy Skoreko; clockwise (l – r): Ed Topliss, Rick Labonte, Paul Colibaba and Diane Wood



CENTRAL REGION COMMUNITY BOARD

MESSAGE FROM THE CHAIR

I am pleased to report on the work of the Central Region Community Board for the year 2001 – 2002. The past year was my first full year as Board Chair and I want to acknowledge the great deal of support I have received from other Central and Provincial Board members, Central and Provincial staff, and from the many individuals, families, and staff in communities across Central Alberta. This support has been invaluable in continuing the development of the community governance system and in ensuring our focus remains on supporting individuals in their lives.

The 2001 – 2002 year was the first of the three-year cycle. Many projects and initiatives have been established and the momentum generated during the year will serve the region well in the next few years. During the past 12 months, the Central Region Community Board began implementation of an ambitious range of projects based on the priorities of individuals and families. PDD and community agency staff, individuals, families, and communities have established several inter-related projects that support *Quality of Life improvements*, *Increased Accountability*, and *Ongoing Learning*. The Board has been pleased with the overall direction and pace of implementation that has been achieved.

The Board also worked hard on preparations for the Transition of Governance of Michener Services to the Central Board. This was an important process announced by Minister Hon. Gene Zwozdesky in June 2001 that is expected to be completed in 2002 – 2003. The Board also worked hard in responding to a 1% spending reduction requirement brought forward by the Provincial Government in the fall.

During the year, the Board created opportunities to represent the PDD community to many provincial, municipal and other community leaders. The discussions at those meetings were important in building awareness of the contributions made by individuals with developmental disabilities in their communities, the importance of the supports provided to individuals by PDD and others, and in ensuring that the planning and action of others is done with understanding of the needs of individuals supported by PDD.

Throughout the year, the Board continued public meetings around the region and visited individuals at their homes, work places, and in community gatherings. The opportunity to meet and talk with individuals, and the people who support those individuals, remained a key element of the Board's work. One particular note emerging from the ongoing dialogue was the importance of the expectation for the Board to strongly advocate for quality supports and opportunities for adults with developmental disabilities within our communities.

Many of the specific accomplishments of the past year are included in the Highlights section of this report. I encourage readers to take time to read about the many positive results that have been achieved in Central Alberta in support of individuals with developmental disabilities.

Gayle Moss, Chairperson

PEOPLE SERVED

Over 1,300 individuals with development disabilities received supports funded through the PDD Central Region Community Board. During the year, 145 new applications for service were received and 66 individuals moved or in other ways no longer required service, resulting in a net increase in the number of people served of 79.

Supports and services are provided through a network of over 35 community service providers located in or near, the 8 major communities in the region — Camrose, Drumheller, Lloydminster, Olds, Red Deer, Rocky Mountain House, Vermilion, Wainwright, and Wetaskiwin.

HIGHLIGHTS — 2001 - 2002

INFORMATION ENHANCEMENT

- The Central Region Community Board Developed, and launched, the PDD GATEWAY website to provide individuals, families, groups, and communities with a way of sharing information about events, opportunities and developments in the PDD Central Community. The Board also increased access to information through the publication of several PDD related Fact Sheets. Through a series of planned meetings and presentations, the Central Region Community Board increased awareness of the importance of PDD support with municipal and other community leaders

BUILDING BETTER BRIDGES

- The Central Region Community Board continued to address the recommendations contained in the *Building Better Bridges* Report. For example, representatives of the Central Board, in collaboration with representatives of the Michener Facility Board, the Michener Parents' Society, and Provincial Board completed a transition plan for the minister to address transfer of governance of Michener Services to the Central Region Board. Through a formal review of the alignment of supports and services with the Provincial Board's Principles for Determining Individual Support Needs, the Central Board was also able to begin assessing the regional models of funding for supporting individuals and process used in responding to new applications for service.

CONTINUOUS LEARNING

- The Central Board supported continuous learning for adults with developmental disabilities, families, staff and community in a number of ways. For example, the Board held preliminary meetings with Post Secondary Education organizations to establish Inclusive Post-Secondary Education opportunities for individuals.

BOARD MEMBERS

Gayle Moss, Chairperson
Grace Higgins, (Vice Chair) Red Deer
Merv Rockel, Rocky Mountain House
John Perry, Delburne
Ed Johnston, Water Valley
Dr. R. Diewold, Red Deer
Dale Mills, Wetaskiwin
Patricia Marshall, Red Deer

The Board also supported continued self-advocacy skill development for individuals with the *Broadening Your Horizons* project and the *Leadership Today* program. Individuals, families, guardians, staff and community members were assisted to gain needed knowledge and skills through the Community Learning Initiative which brings workshops and seminars into local communities.

SUPPORTING INDIVIDUALS WITH ADDITIONAL NEEDS

- In order to improve the support for individuals with developmental disabilities with additional support requirements, the Central Board worked in partnership with the Red Deer area District Council on the *Needs Assessment for Individuals with Profound Needs* project. The Board provided specialized nursing supports to individuals in the Red Deer area through an agreement with the David Thompson Health Region and launched a project to focus on supporting individuals with developmental disabilities who are aging. The Board co-sponsored the 'Bringing it all Together' conference to increase the knowledge and skills of staff and family members who are supporting individuals with a dual diagnosis. The Board developed a plan to change the way in which supports to individuals with behavior challenges are provided that focused on building local community capacity.

COMMUNITY CONSULTATION

- The Central Board worked with individuals and families in the Drumheller area to gather feedback on their experiences which were incorporated into the Board's Business Plan. On a broader scale, the Board began consultations with families and other stakeholders about sustainability

FUTURE OPPORTUNITIES

- Continued support of individual's learning
- Increased focus on outcomes
- Involvement of individuals, families, and guardians in designing and monitoring services
- Continued support for staff in Community Agencies
- Continued advocacy with community leaders, MLAs, and other boards
- Increased partnerships with other sectors of the community and government
- Continued development of the Community Governance process
- Continued implementation of Business Plan actions begun in 2001 – 2002

FUTURE CHALLENGES

- Sustaining outcomes and supports
- Ensuring availability of appropriately trained support staff
- Providing responsible governance to Central Region and Michener Services
- Operating within the allocated resources
- Increasing involvement of individuals and families in all aspects of the PDD community
- Balancing the wide range of needs, viewpoints, goals and desires of all stakeholders

GIVING TO HIS COMMUNITY

Joe Holuk's stint as a member of the Lion's service club in Didsbury has benefited more people than he'll ever realize. Aside from serving pancakes, building playground equipment and helping construct the club's large tent, Joe is giving something else to the community and his fellow Lions.

Joe first met many of the Lions through his work at the local recycling center, started by the local Lions Club. Soon, Joe had decided to join the Lions. He just wanted to help the guys.

So far he's enjoyed his time as a Lion, attending two meetings a month and helping out with a variety of projects. He's in the running for the attendance award, having not missed any meetings so far this year.

For a hard worker like Joe, there's always something on the go with the Lions. Joe volunteers to work on every project, whether it's installing playground equipment or serving pancakes or burgers. Every time a group rents the club's big tent, Joe and the rest of the tent installation group have to deliver it, set it up and then return to take it down.

While part of being a Lion is working hard and giving to the community, Joe's contributions as a Lion member go beyond what he gives to the community at large.

"He's a very good volunteer and worker, and team player, and really great for teaching all of us to learn to work together better," said a fellow Lion, a 15-year member of the club. "If you spent a day with Joe you'd learn a lot more than he'd learn from you."

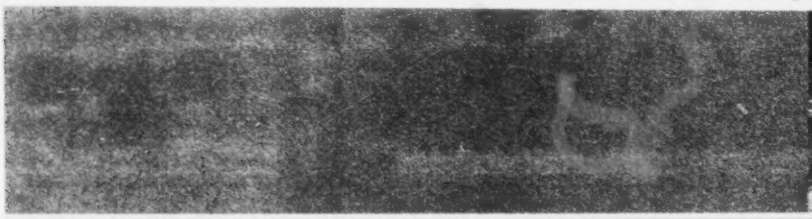
Outside of his volunteer work, Joe has a busy life. He continues to work at the recycling depot but is now also in charge of

looking after the former train station building. The building, which the Lions own, houses a museum and a public facility available for rent. Joe has to make sure the "sidewalks are shoveled and free of ice, taking his salt with him just in case.

And when that's all done, Joe has chores to do at home. He recently moved in with another individual on an acreage. Joe raised a pair of orphaned lambs and had a couple chickens to look after.

Now Joe and the Lions are gearing up for his next step as a service club member — joining the executive. He's also eagerly anticipating the next project he can get involved in.

Photos (l – r): Grace Higgens, Wendy McDonald, Robin Acton, unidentified woman and Bruce Uditsky; Forum focus group



CALGARY REGION COMMUNITY BOARD

MESSAGE FROM THE CHAIR

We would like to restate the Calgary Region Community Board's commitment to the fulfillment of the concepts and principles contained in the Persons with Developmental Disabilities Community Governance Act, to our Vision, Mission and Values, and to the realization of community governance in the Calgary Region. The Board is committed to operating within the confines of the available resources to maintain a sustainable program delivery system.

We are continuously impressed by the level of commitment of everyone involved in the provision and the receipt of supports through Persons with Developmental Disabilities. We have a strong community that is composed of active and knowledgeable families; a wide variety of individuals who require many different types of support but who consistently struggle for increased independence; and a wide range of innovative and dedicated service providers who are devoted to providing supports that enable individuals with developmental disabilities to live full lives within our communities.

Keith Rolfe, Chair

PEOPLE SERVED

By the end of March 2002, 2,237 individuals with developmental disabilities had received supports funded by Calgary Region Community Board — Persons with Developmental Disabilities. Services are available from 68 community service providers, including 22 independents. Supports are offered in or near Calgary, Airdrie, Strathmore, High River, Okotoks, Banff, and Canmore. Calgary Region Community Board Direct Operations provide community living options to 66 adults and community access supports to 60 individuals.

During the year Intake processed 370 applications to determine eligibility. Of these, 190 individuals were assessed as eligible. An average of 15 new adults received funding through Individualized Funding each month. This number is down slightly from the past year due to the 1% budget reduction announced in September 2001 and the resultant budget management strategies.

Determining an accurate count of the number of individuals who are being supported by PDD funding is an ongoing challenge. Supports are not static — needs change frequently. Modifications and improvements to the Client Services System (CSS) — our primary information system — need to continue in order to provide all regions with a precise determination of individuals receiving supports.

HIGHLIGHTS FROM 2001/2002

Utilizing our Outcomes Planning process to develop Work Plans provided a strong reference point for both the Board and staff. We are very pleased with the results that have been achieved during this past fiscal year. Some of the Highlights are:

Communication with and support for individuals with developmental disabilities and their families/guardians/personal support networks:

- Self advocacy initiatives to facilitate development of awareness regarding the rights and responsibilities that accompany living in and taking an active part in the community. Initiatives include support of the Disability Action Hall, Leadership Today, Film Festival, & training on requested topics by the PDD Resource Team.
- Board Community Meetings with service providers and their program participants; Community Discussion as a fixed component of the monthly Board Business meetings; community consultation sessions to review results achieved and develop priorities for the future; Resource Fair to provide families with information on available services and service providers; written Guide to Services explaining how to access services from the Calgary Region Community Board.
- Improved communications through Newsletters, Web-site enhancements, Orientation Sessions, presentation to Calgary Caucus, meetings with other Boards, Holiday Open House, e-mail access to the Board, participation at Provincial Strategic Forum, support for Community Living Month.

ENHANCED COORDINATION AND COLLABORATION WITH COMMUNITY PARTNERS:

- Development of a partnership with Calgary Mental Health Services directed at providing improved services to individuals with developmental disabilities who have mental health concerns, including examination of cross training opportunities and joint funding of a Dual Diagnosis Clinic.
- Collaboration with Home Care on examining cost sharing opportunities and the initial steps in the development of joint decision making processes and protocols.
- Completion of a Regional Training and Development report in collaboration with the Service Provider Council. This study provides a framework for the development of coordinated and comprehensive training for direct care staff in this community.
- Completion of the Service Expansion Study (Creative Service Alternatives for Increased Community Inclusion — May 2001). This report and subsequent recommendations from the sub-committees will give a focus for the development of new, and the reshaping of existing supports for individuals with multiple and difficult to serve needs.

BOARD MEMBERS

Keith Rolfe, Chair
Donna Vickery, Vice Chair
Ken Larsen
Henry Eckert
Kathy Clarke
Richard Cochrane
Patricia Huff
Alison Goebel

IMPROVEMENT OF SERVICES AND SUPPORTS PROVIDED THROUGH THE CALGARY REGION COMMUNITY BOARD — PERSONS WITH DEVELOPMENTAL DISABILITIES:

- Integration of the Calgary Region Community Board — Persons with Developmental Disabilities Client Services Coordination staff with Individualized Funding Coordination staff to provide one point of contact for individuals, their families/guardians, and service providers.
- Shift of responsibility for Calgary Region Community Board — Persons with Developmental Disabilities Resource Managers to include all PDD funding to service providers.
- Development of Budget Management Strategies to address the 1% government wide allocation reduction in September 2001, and to position the program for anticipated 2002/2003 budget limitations. We were able to achieve a balanced budget in 2001/2002 without reductions to community funding.
- Recruitment of a Public Relations Coordinator for Calgary Region Community Board, to provide consistency in the efforts to keep stakeholders informed and involved in the development of PDD supports in the Calgary Region.
- Recruitment of a Community Development Worker to enhance networking within the PDD community, to support rural and urban stakeholders in their efforts to organize and define the support needs of individuals with developmental disabilities, and to coordinate these needs into future service development requirements.

FUTURE OPPORTUNITIES AND CHALLENGES

The greatest challenge we face during the next fiscal year (2002/2003) (and beyond) is balancing our budget without compromising the many successes we have achieved as a Community Board. This year our financial commitments to fund ongoing support costs plus community and PDD staff wages will exceed the monies that have been allocated to us. In addition, we must try to provide services to those who are at risk. This will be difficult if not impossible without the cooperation of community stakeholders and the willingness of individuals, families and service providers to examine current services and identify areas to reduce funding without compromising service quality and individual needs. Given the historical commitment and support of our community, we are confident that we will be able to engage our stakeholders in the process of developing new and innovative, cost effective approaches to service delivery that produce positive, observable results for individuals.

The fiscal challenges we are currently experiencing (and will continue to experience) have the potential to produce stress and anxiety for everyone involved, however, they also provide an opportunity for change. Since the creation of Persons with Developmental Disabilities, services and supports have been expanding at an unprecedented rate. Although it is rewarding task to see so many individuals receiving the supports they require, managing to meet the increased workload has been difficult for both community and PDD resources. There has been little opportunity to examine future direction or to collaborate in new and innovation approaches. Our current funding limitations dictate that we critically manage and examine current and future programs and services. This strategy is likely to result in new, more effective approaches and services.

Our challenge is to continue to operate within a balanced budget without compromising the quality of services, while responding to new and emergent needs. New service delivery options must be initiated within existing fiscal limitations to demonstrate more effective and efficient ways to provide appropriate yet qualitative services. To achieve this we will need the support and partnership of all our community stakeholders. Simultaneously, the involvement of individuals with developmental disabilities, their control over personal supports, and opportunities for input into community governance must be improved.

The Calgary Region has an extensive range of supports and an excellent service provision system. We need to re-examine our approaches and the extent of choice that is feasible within our system and budget allocation. Human resource issues in the service sector must be addressed through the development and implementation of a coordinated training plan for direct care staff, and support for fair compensation practices. Program sustainability may be dependent upon changing expectations to match resource realities, without compromising our basic principles. We must continue to build community capacity so that support to individuals and personal support networks is practical and effective.

We constantly struggle with how to achieve consistent, meaningful and representative input from our community stakeholders. Community governance is a central principle for PDD and signifies the Board's accountability to our stakeholders. Accountability in this system can only be maintained where the community feels that it is being heard and its messages are being given full consideration when decisions are made. We must strive to enhance our current methods to give and receive information from our stakeholders.

We see the challenges of the next few years as being achievable given a great deal of cooperation and collaboration among the Boards and with our community and with non-government and government stakeholders. Working together is crucial if we are going to be successful in developing a strong and sustainable program.

Photos (l – r): All photos were taken at the 2002 Calgary Resource Fair

SCHOOL RESOURCE FAIR HELPS MAKE CHOICES

Sherry Fry and Karen Stewart of Parkmont Achievement Centre, above, answered questions while they worked at their Resource Fair 2002 display.

Over 200 graduating students, interested families, and teachers attended the PDD Calgary Region Community Board School Resource Fair on February 6, 2002 at Earnest Manning High School. This annual event, co-sponsored with the Calgary Board of Education and the Calgary Roman Catholic Separate School District No.1, helps students with developmental disabilities collect information to help them make decisions about what they will do after graduation.

Christine Mueller, Client Service Coordinator, CRCB, who has worked on organizing the event for the past three years, said "The Resource Fair is an opportunity for families and individuals to collect a lot of information in one place." Most want to know about employment, employment preparation and support to live and participate in the community.

Davina Lewis attended the Resource Fair for two years prior to graduating from high school. "I liked to meet the people and to ask some questions," said Lewis who attended the Resource Fair with her mother, Marina Gaughan, of Calgary. "The Resource Fair was very helpful for my daughter who is now attending a program with Calgary Transitions to Independence. We were happy to have all the information in one place and to be able to ask questions of all the service providers. We found the Resource Fair to be very informative and helpful for us when we were facing some new and challenging decisions," said Ms. Gaughan.

The Resource Fair is also an opportunity to meet with old friends and meet support workers who can offer advice and provide connections with other families facing similar decisions.

Students from the Employment Services for Persons with Developmental Disabilities Department at Columbia College volunteered at the Resource Fair. "The students enjoy working at the Resource Fair and will receive a letter of reference to add to their resume, said James Baker, Assistant Program Manager, Individualized Skills Training Program, Columbia College.

Sherry Fry and Karen Stewart of Parkmont Achievement Centre, above, answered questions while they worked at their Resource Fair 2002 display

Service providers participating in the Resource Fair included the City of Calgary Accessible Transit Team, Columbia College, Calgary Transition to Independence, Parkmont Achievement Centre/Scenic Bow Legion Group Homes, Accessible Housing Society, Supported Lifestyles, Chrysalis, Association for the Rehabilitation of the Brain Injured, Calgary Scope Society, Interdependent Living Services, Calgary Vocational Services, Developmental Disabilities Resource Centre of Calgary, Rehoboth Christian Ministries, the Vocational and Rehabilitation Research Institute, Golden Key Supported Living, Connections Counseling and Consulting Foundation, Independent Counseling Enterprises Inc., Mount Royal College Transitional Vocational Program, the Deaf and Hard of Hearing, Between Friends Club and Human Resources and Employment programs; the Office of the Public Guardian, Assured Income for the Severely Handicapped.

Photos (l – r): All photos were taken at the 2002 Calgary Resource Fair

SOUTH REGION COMMUNITY BOARD

MESSAGE FROM THE CHAIRPERSON:

Much of our activities in 2001/2002 appear to be reflected in the before and aftermath of the events of September 11. The last six months of the year were a sobering reminder of how fragile our communities can be. It was not only the impact of those events on our collective awareness but also on our economy and it demonstrated once again that the social safety net is subject to the ebb and flow of the economy.

We began the year with an ambitious agenda of public meetings, open houses and PDD Board meetings in various parts of the region. In all we held 23 meetings of various kinds sometimes hosting two or three meetings a month. Much of our planning in the first part of the year centered around a Family Conference and workshop on "What is a Home." Both of these events occurred in October, with the conference attracting 70 families/guardians and the workshop over a hundred people, which included persons with a developmental disability, families, guardians and community agency staff.

One of our main activities this year, which shows much promise for the future, was the South Region Community Board's support to the development of the South Region Self Advocacy Network. This organization grew out of the Leadership Today training and the desire of the graduates to be more active in the services and supports provided to persons with developmental disabilities across the south region. From its inaugural meeting in September, the organization has already begun to challenge both PDD and community agencies as to their responsiveness to the population they support and to the extent that persons receiving services/supports have a say in the decisions that impact them.

In October, the 1% government wide budget adjustment created a challenge for our Board and for community agencies. We were gratified when agencies responded to our requests to assist in meeting this challenge. The Provincial Board's projected budget targets that were announced in January proved to be less than anticipated. This has resulted in the current review of the services and supports funded through PDD.

"There is nothing more constant than change" is a term that is not new but has been around for at least half of the last century. It continues to be true in our time and it is this knowledge that will continue to influence us in the years to come. However, we are heartened by the collaboration and partnerships which we have with the various groups and individuals who are part of the PDD network. With their support and cooperation we will continue to focus our energies on quality of life and full inclusion for people with developmental disabilities. We believe we have laid the cornerstone for PDD's plans to see a future in which people with developmental disabilities take their place in the fullness of community life.

Sharon Rowntree, Chairperson

PEOPLE SERVED

The PDD South Region covers the area from the BC border to the Saskatchewan border and from the US border north to Nanton in the west and Bassano in the east. In 2001 - 2002 the Board provided supports to 1020 adults who receive services and supports through 30 urban and rural service providers. The PDD South Alberta Board budget for the year was $41 million.

HIGHLIGHTS 2001 - 2002

- Continuation of meetings, forums and other opportunities for direct communication between adults with developmental disabilities, families/guardians and community service agencies — 23 meetings in all
- Establishment of Regional Self-Advocacy Organization — September 2001
- Funding of Leadership Today training in July and Train-the-Trainer in November, 2001
- Family Conference — October 2001
- What is a Home workshop — October 2001
- Visits to community agencies across the region to meet with Boards and staff
- Board attendance at the South Region Joint Planning Retreat — October 2001

FUTURE OPPORTUNITIES

- Support increased cooperation, collaboration and partnerships with persons funded through PDD
- Encourage different ways for persons with developmental disabilities to be partners with the PDD South Alberta Board and with community service providers
- Promote a regional family and guardian network which provides input and direction to services and supports funded through PDD
- Increase awareness and education of community inclusion through participation in standards development, review and through participation as surveyors
- Increase community capacity to reflect a more inclusive, meaningful life for adults with developmental disabilities
- Empowering persons with developmental disabilities to be the primary voice in determining the nature and extent of supports required to fully participate in the community
- Restructuring of PDD staff roles to provide consultation and support for all persons funded through PDD as well as their families, guardians and community service providers

FUTURE CHALLENGES

- Creating a climate of change within the region
- Ensuring consistency in the pursuit of regional and provincial goals
- Having a common vision with individuals funded through PDD, families, guardians and community service providers
- Creating an efficient and effective accountability system for the delivery of services and supports across the region

BOARD MEMBERS

Sharon Rowntree, Chairperson
Shirley Maurer, Vice Chair Dunmore
Sylvain Bellefuille Medicine Hat
Ken Dickie Pincher Creek
Don Saunderson Medicine Hat
John Deys Lethbridge
Jackie Thornhill Raymond

SOUTH REGION JOINT PLANNING GROUP

Cooperation, innovation, planning, support and training are just a few of the words that could be used to describe the South Region Joint Planning Group. The group was formed in 1988 to advocate for enhanced quality of life for persons with developmental disabilities residing in the South Region

All service providers in the South Region are members, as well as representatives of family members, agency personnel and Persons with Developmental Disabilities staff. The varied perspectives of the stakeholders involved ensure decisions made are in the best interest of all parties. Communication links among members helps keep everyone informed and involved.

At the annual planning meeting held each fall, a *Working Group* of this larger body is elected. This group meets on a monthly basis to discuss current issues, share ideas and new initiatives and carry out the plans set forth by the membership.

Some of the recent accomplishments and initiatives have been undertaken by the Joint Planning Group have included:

COORDINATED STAFF DEVELOPMENT

The Education Committee (a standing committee of the Working Group) organizes workshops and training seminars for personnel from across the South Region. Topics have included: Conflict Resolution, Grieving, Dual Diagnosis and Sensory Integration.

ANNUAL PLANNING FORUM

In the fall of every year, approximately 90 members of Joint Planning Group come together to review the activities of the past year and set goals for the future. During this two-day event participants are able to come together to discuss creative solutions for issues facing this partnership.

REGULAR MEETINGS WITH PDD BOARD

A family and/or agency representative from the Working Group attends each of the Board's monthly meetings.

PUBLIC EDUCATION & AWARENESS

Family representatives, agency personnel and PDD staff are working collaboratively to create understanding and awareness within the community regarding persons with developmental disabilities.

INDIVIDUAL RIGHTS PROJECT

The Client Rights Committee (a standing committee of the Working Group) consulted with individuals with a developmental disability and their family members and with their assistance has developed a comprehensive list of individual's rights. The committee's next goal is to complete a training/information package for individuals and support staff on this important topic.

PROVINCIAL INITIATIVES

Joint Planning representatives appreciate the importance of coordinated provincial initiatives and routinely participate in such endeavors sponsored by the Persons with Developmental Disabilities Provincial Board and/AARC

Joint Planning Working Group

Photos (l – r): Craig Decoux and family; Craig Decoux at podium; Sharon Rowntree, Don Schultz

MESSAGE FROM THE CHAIR

Michener Services has a unique and very important role in the array of supports available to individuals with developmental disabilities in Alberta. I am very pleased to provide a report on our work and results over the past year.

Throughout 2001 – 2002, the day to day work of front line staff remained as the key element supporting individuals' health, lifestyle, personal choices, and family involvement. The energetic, committed, knowledgeable, and stable workforce continues as one of Michener's core strengths.

Through the vision, creativity, and energy of staff in partnership with guardians, family and friends, many successes were achieved during the year.

While much of the Board's work was directed to policy and overall direction, much of the success at Michener is related to individuals' personal success. During the past year, there were many examples of individuals who decided to try something new, to travel, to say something where previously they may have been silent. Examples of individuals making a new friend, trying a new job, or risking a new experience. These types of successes are difficult to report because they often seem so small. Yet they are important and deserve celebrating.

In addition to the accomplishments of individuals, Michener achieved many other successes. I encourage readers to look closely at the Highlights section of this report to gain some indication of what has been done and accomplished.

In addition to the many successes, Michener also responded to a number of challenges and impacts during 2001 – 2002.

- In June, the Hon. Gene Zwozdesky, Minister of Community Development announced the decision to transfer the governance of Michener to the PDD Central Region Community Board. Michener Board Members worked with representatives of the Central and Provincial Boards during the September to February period to look at the issues involved and in developing recommendations for the transition.
- In July, Board member, Barb Sheppard, resigned. Barb was particularly devoted to her board work in supporting individuals at Michener and Youngstown and her departure from the Board was missed. For the July 2001 to April 2002 period, the Board operated with 6 members.
- The Board also responded to the Government of Alberta requirement to reduce annual spending by 1% in the wake of the tragic events in the fall. Through the effective work of the management team and other staff, this target was met with the least possible disruption to the lives of individuals living at Michener and Youngstown.
- In February, Donna Stewart-Wood, Michener's CEO, moved to a new position with Alberta Human Resources and Employment. Ms. Stewart-Wood provided strong leadership and advocacy for Michener and her move was received with regret. Wayne Morrow was appointed as acting CEO pending the transfer of governance and confirmation of the management structure.

The many challenges presented to the Board required members to work closely and cooperatively. I very much appreciated Board members ongoing commitment and energy and the support they provided to me. I also very much appreciated the support provided to the Board by Michener's management and staff.

I also want to acknowledge the important, ongoing and tireless work of the members of the *Society of Parents and Friends of Michener Center.* Many of the 'parents and friends' continue to contribute a great deal of strategic wisdom and practical action.

We anticipate the transfer of the responsibility of Michener's governance to the Central Region Community Board and the winding up of the Michener Facility Board early in 2002 – 2003. This will be a significant new chapter for Michener that contains the opportunity to build on the strengths of Michener to benefit all individuals with developmental disabilities in Central Alberta.

As Board Members, we have been fortunate in our association with the many remarkable and extraordinary people that live at, and work at, Michener. Our lives have been enriched and for this, we are grateful.

As 2002 – 2003 and future years come and go, we hope that the commitment to *'Do Whatever it Takes'* will guide the PDD Central Region Community Board as they accept responsibility in supporting the people who live at Michener and Youngstown.

Blair Lundy, Chair

PEOPLE SERVED

During 2001 – 2002, 386 people received support at Michener and 23 were supported at Youngstown. The average age of the people living at Michener and Youngstown is over 52 and more than half require wheelchairs or other mobility supports.

HIGHLIGHTS — 2001 - 2002

FAMILIES AND CELEBRATIONS

- The Michener Facility Board hosted a number of special events for residents and families in 2001 – 2002. Youngstown held a Spring Fling that was attended by over 300 family members and friends. Michener held a First Nations Cultural Awareness Day in June, 2001, where more than 200 people joined individuals to celebrate First Nation awareness. Elders from the Hobbema area attended to bless the Michener Tepee. More than 1,200 family members and friends attended a summer family picnic, Rendezvous 2001, to share a day of music, conversation, and food. Guest Suites for families at the Youngstown and Michener Facilities have been established, with a plan for a similar option at Camp L. G. Barnes. These suites will assist family members to visit with individuals who live at Michener and Youngstown. The Parents Society produced and published the Caring Campaign Cookbook. Over 1,200 copies distributed by

BOARD MEMBERS

Blair Lundy, Chair
Lorne Stuart, Red Deer
Gordon Pearce, Calgary
Jerry Muelaner, Turner Valley
Robyn Joffe, Calgary
Jenny Fehr, Sherwood Park

individuals to their family and friends and over 400 sold. Private Guardians were surveyed to generate provide information that was incorporated into the 2002 – 2005 business and operational planning.

PROGRAM ENHANCEMENTS

- In 2001 – 2002 Michener restructured Recreation Services and supports. The changes have allowed more individuals to have access to activities that promote a healthy lifestyle. Residents' Smiley's Social Club moved to larger premises The Michener Facility also established the position of Volunteer Coordinator, with more than 70 new volunteers now participating in activities with individuals. Laundry services were established in the homes. Individuals in fifteen homes began shopping for all their personal requirements and for groceries. A number of reviews were initiated: a formal medication reviews for individuals with difficult epilepsy, a review of the needs of individuals who are aging and developed a plan to improve supports for older individuals, and the Lifestyle Planning process to ensure that procedures used are effective in supporting individuals, engaging families and others and in incorporating a holistic approach. The Facility also received accreditation under the Partnership in Safety program for the 3rd time.

STAFF DEVELOPMENT

- In 2001 – 2002, Michener staff were awarded a Silver Premier's Award of Excellence for the Psychotropic Drug Review program. This is the fourth Premier's Award Michener has received. Michener's pharmacy staff also received a National Commitment to Care award and was selected to receive an award from the Alberta College of Pharmacy for their work on the Psychotropic Drug Review program and in supporting community pharmacies. 48 refresher training sessions were provided to over 1,000 staff on the requirements of the Protection of Persons in Care Act. The Facility launched the Long Distance Learning project at Youngstown Home in conjunction with Red Deer College. This provides staff at Youngstown with an opportunity to complete the Rehabilitation Diploma program while maintaining their employment. Michener also continued the focus on Basic Skills T raining. Over 480 front line staff either completed the program or are currently enrolled. The Facility Board co-sponsored the 'Bringing it all Together" conference in support of individuals with Dual Diagnosis. Over 300 people attended this major provincial event. As well, over 150 people attended a one day workshop devoted to assisting caregivers develop additional skills for supporting people with mealtime and swallowing difficulties.

MICHENER'S RESIDENT COUNCIL

Michener's Resident Council has a very important role. The Council first got together in October 2000 and now has members **Ida Mae Hudd**, **Charlie Wilde**, **Steven Gaetz** , **Alan Jarvis**, **Gail Mills**, and **Kip Snelling**.

"We got together as a group and said we were going to have meetings', said Ida Mae Hudd. "We went to the Executive Committee at Michener and got some money to help us buy things for the office and to do our job," said Gail Mills. The Council has office space in one of the buildings on the south side of Michener and has put up information boards to announce Council events and activities.

The Council developed the slogan *"We do good works and deeds"* which is used on their letterhead and business cards. *And have they ever!*

The Council wrote a letter to the Michener Facility Board asking for changes to the hours of operation for the Snack Bars on Statutory Holidays. "The Snack Bar is now open because we asked for it," said council member Charlie Wilde.

The Resident Council has met with the Michener Facility Board to provide some ideas about things that could help the people who live at Michener. The Council also recently received an invitation to meet with the new Directors of the Society of Parents and Friends, which they will be following up on soon.

The Council is also working on increased accessibility for individuals who live at Michener to do their banking and for a controlled crosswalk on a main street in Red Deer that many people from Michener use.

"Some people almost got hurt at the crosswalk so we thought we should do something, " said Kip Snelling. Members of the Council attended a recent City of Red Deer Council meeting to state their case and to advocate for increased safety.

The Council also sponsored a contest during the March Nutrition Month. "We judged Refrigerator Door decorations and chose the best one," said Ida Mae Hudd.

"We also hold parties," said Charlie Wilde. "We had a party when Pastor Stuart Fraser retired and when Donna Stewart-Wood (former CEO) left."

"When Premier Klein visited Michener, we gave him a gift basket," said Ida Mae Hudd.

Charlie is a key link with other self advocacy groups in the Red Deer area.

"Gail and I are meeting with the Eagles, the Cougars, and the Relax Crew to talk about more things to do," said Charlie. In February Council members attended the Valentine's Dance put on by the Eagles self-advocacy council in Lacombe where they had a chance to meet up with old friends. "We enjoy talking with other groups and welcome anyone who wants to call us to learn what we do," said Ida Mae.

The Council can be reached at (403) 340-7545, but only on Wednesday afternoons. It's the one time each week when the members slow down from all their activities to answer the phone.

Photos (l – r): Natalie Lauzon; 2002 Premier's Award of Excellence winners; Gordon Pearce, Betty Thompson and Blair Lundy

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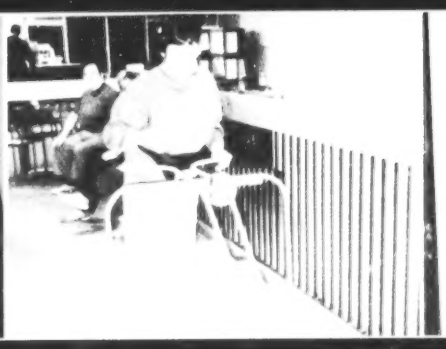

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